Displays

CyRAQ® 19E Series

19" NEMA 4X Flat Panel Monitors

For Rack, Panel, and VESA Mounting Systems with Optional *AR Bonding™ Technology*

Screen Rotation Software Included

USER'S MANUAL

VER. 1.3 • APR 2006

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CyberResearch®, Inc.

www.cyberresearch.com

25 Business Park Dr., Branford, CT 06405 USA

203-483-8815 (9am to 5pm EST) FAX: 203-483-9024

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25 Business Park Drive
Branford, CT USA
P: (203) 483-8815; F: (203) 483-9024
www.cyberresearch.com

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1 Introduction

Congratulations on your purchase of the most innovative and versatile Industrial LCD monitor available today—the **CYRAQ® 19**. The CyberResearch CYRAQ 19 uses a groundbreaking raised bezel design allowing the installation of a rugged 19″ flat panel display in a standard EIA 19″ rack! The engineers at CyberResearch have also designed mounting plates that allow the CYRAQ 19 to be *rack or panel-mounted* in either landscape or portrait orientation.

The CYRAQ 19 package also includes two software utilities that make operating your CYRAQ even easier: MagicRotation and MagicTune™. MagicRotation software rotates the desktop 90°, 180°, or 270° to provide a suitable viewing angle for any display orientation. MagicTune™ allows users to tune the display (color, contrast, brightness, etc…) and toggle between inputs using the keyboard and mouse as opposed to the display's function buttons on the rear of the unit—a simple task that can be severely hampered if the monitor is installed in a panel or rack without easy access to the rear function buttons.

The CYRAQ 19 complies with the power management regulations of VESA DPMS, making it extremely energy efficient—40W while active and 2W in power-saving mode. The CYRAQ 19 LCD monitor emits very low radiation levels and virtually no electromagnetic field. Fully compatible with the PC and Macintosh, the CYRAQ 19 provides dual inputs (VGA and DVI) is "Plug & Play" compatible and also complies with DDC1/DDC2B. The On Screen Display menu provides users with an intuitive interface making it simple to quickly adjust the display.

The CYRAQ 19 is the first ever 19″ 1280 x 1024 flat-panel display capable of panel, swivel-arm or rack mounting. It sets a new standard for clear, bright, flicker-free images and its NEMA 4X front bezel makes it ideal for use in industrial environments.

1.1 Why the CYRAQ® 19?

The CYRAQ concept was conceived in the Engineering Department at CyberResearch as we began to examine how the recent advances in LCD technology and image quality could potentially affect our market and customer base. The LCD monitor today provides viewing angles comparable to CRTs with no discernable loss of picture quality; an LCD resultantly provides crisp, clean, deep images WITHOUT screen glare. Coupled with a flat screen, slim design, extremely low radiation and almost no electromagnetic emissions, an LCD monitor can provide some very distinct advantages to users in manufacturing, commercial and scientific applications.

Put simply, the innovation of the CYRAQ series is derived from its size and applications. Never before have the industrial and scientific markets been able to utilize large LCD monitors versatile enough to be rack, panel or VESA arm mounted yet robust and capable enough to perform in harsh environments. The CYRAQ stainless steel enclosure not only provides an unmatched degree of protection to the unit's components, it dually helps achieve a NEMA 4X rating capable of sustaining normal operation while enduring screen washdown and other procedures commonly practiced in a harsh environment.

The CyberResearch, Inc. CYRAQ series displays have been engineered to couple with a revolutionary new mounting plate system that allows a user to install the CYRAQ display into a rack, or a panel without retrofitting disparate hardware, drilling holes, or welding mounting studs. The mounting plate systems make it a snap to install a CYRAQ into a standard 19″ rack, or panel-mount in any orientation.

Currently, the CYRAQ family is comprised of many, many models including displays featuring rear controls only, VESA mounting, choice of color and touchscreen (serial or USB available). CyberResearch has also expanded the CYRAQ family to include the ***CYRAQ® 12*** *(12"),* ***CYRAQ® 15*** *(15"),* ***CYRAQ® 17*** *(17"),* (in addition to 19″, 21″ & 24″) models—please call us or visit our website for more information.

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1.2 CyberResearch® AR Bonding™ Technology

Standard LCDs used in bright ambient light may appear "washed out" due to excessive reflection from these lighting conditions. CyberResearch has developed a manufacturing technique that reduces ambient light reflection inside the display case, making our LCDs appear brighter—even in direct sunlight.

CyberResearch now offers AR Bonding™ Technology on our entire line of signature CYRAQ® LCDs, which dually seals the display while significantly reducing the transmission of reflected light to it. We've accomplished this by utilizing a high-quality bond that optically couples the front cover glass to the face of the display. This technique practically eliminates internal light reflection, which directly improves viewing quality.

Additionally, sealing the display with AR Bonding™ Technology greatly enhances its structural integrity, providing superior shock protection and dually eliminating the possibility of trapped moisture between the LCD and cover glass. This not only reduces troublesome fogging in humid and moist conditions, it keeps condensation and wetness away from your LCD.

Reducing the effect of ambient light reflection on your display can dramatically improve its performance! When AR Bonding™ Technology is applied to a 300 nit display, it can increase the effective contrast and provide the enhanced daylight viewing equivalent to that of a 500 or 600 nit display without AR Bonding™ Technology. Minimizing refracted ambient sunlight to the LCD yields a discernable increase in display performance.

1.3 Product Safety and Regulatory Information

To prevent fire or shock hazard, do not expose the unit to rain or moisture. Dangerously high voltages are present inside this unit. ***Do not disassemble the unit—there are no user-serviceable components inside the monitor's enclosure.*** Please contact CyberResearch, Inc. for repair.

This equipment is not intended for use in critical applications where its failure to operate would create immediate life threatening circumstances. Applications including, but not limited to, nuclear reactor control, aerospace navigation systems, and life support systems are not appropriate for this product.

The CYRAQ® 19 should be mounted in a suitable cabinet or enclosure. The NEMA rating for this product is applicable only when the product is properly set up and installed.

FCC Notice:
The Federal Communications Commission Radio Frequency Interference Statement includes the following warning:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television receptions, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

European Notice
Products with the CE marking comply with the EMC Directive (89/336/EEC), (92/31/EEC), (93/68/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.
Compliance with these directives implies conformity to the following European Norms:

- EN55022:1998+A1:2000 - Radio Frequency Interference
- EN55024:1998 - Electromagnetic Immunity of Information Technology Equipment
- EN61000-3-2:1995+A1/A2:1998 - Power Line Harmonics
- EN61000-3-3:1995 - Voltage Fluctuations

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1.4 Specifications

Display		
Display Type		LCD flat panel
Video Input Types		Standard analog VGA (15-pin) DVI (Digital Visual Interface)
Screen Size (viewable area, diagonal)		19"
Display Filter Screen Size		18" to 21"
Display Brightness		300 nits (High-Bright)
Display Filter Brightness		High-bright (250 to 340 nits)
Resolution, maximum		1280 x 1024 pixels
Resolution		640 x 480 pixels 800 x 600 pixels 1024 x 768 pixels 1280 x 1024 pixels
Screen Protection		Glass Anti-reflective coating
Display Special Features		• Rack-mount, panel-mount, or VESA-mount • Optional AR-Bonding virtually eliminates reflections and increases effective brightness and contrast of the display
Maximum Number of Colors		16 million colors
Maximum Color Depth in Bits		24-bit color
Contrast Ratio		700:1
Aspect Ratio		4:3
Auto-Sizing to Fill Screen		Yes
Viewing Angle	° Horizontal	160°
	° Vertical	160°
Scanning Frequency	Vertical	56Hz....75Hz
	Horizontal	31Hz....80Hz
	Vertical (digital signals)	56Hz....75Hz
	Horizontal (digital signals)	30Hz....63Hz
Dot Pitch		0.29mm
Response Rate	Rise	8ms
Chassis		
Mounting Configuration		Rack-mount (EIA 19") Panel-mount Desktop / benchtop Wall-mount Swivel-arm mount
Protection Rating		NEMA 4 sealed front panel NEMA 4X NEMA 12
Display Filter Protection		Water-Resistant, Corrosion-Resistant (NEMA 4X)
Front Panel Material		Stainless steel
Chassis Material		Stainless steel
Front Panel Color		Black
Custom Color Options		Custom color available ($300 for first unit, call for qty. pricing)
Chassis Special Features		Features an ultra-compact, corrosion-resistant enclosure of heavy-duty stainless steel (304 SS). Models CRSR 19E and CRBR 19E come with a water-resistant sealed front panel suitable for washdown. Built-in Poron® gasket seals between monitor rear panel and mounting panel. When properly mounted in an appropriate enclosure, these displays meet NEMA 4X

		standards for watertightness. Models CVSR 19E and CVBR 19E, designed for VESA swivel-arm mounting, do not include rear studs, gasket, or a mounting plate, but CVxx customers receive a $75 credit toward purchase of a swivel arm.
Mounting		
VESA Mounting Hole Pattern		100x100mm VESA mounting holes
Stand Features		• Enclosure can be rack, panel, wall, swivel arm, or pendant mounted • Universal mounting plate fits in a standard EIA 19" rack, or behind panel for secure panel mounting • Optional rack-mounting plate *(substituted on request)* lets you rack-mount display in portrait orientation (screen rotation software included)
Touchscreen		
Touchscreen Type		Resistive touchscreen
Touchscreen Interface		RS-232 serial
Light Transmittance of Touchscreen		80%
Touchscreen Quantity of Wires		5-wire
Touchscreen Manufacturer		Hampshire
Touchscreen OS Support		Windows XP Windows NT Windows 2000 Windows Me Windows 98 Windows 95 Windows 3.x MS-DOS Linux Macintosh OS Windows CE Windows NT 4 Windows 98SE
Touchscreen Resolution		4096 x 4096 points
Indicators, Switches, & Controls		
On Screen Display (OSD) Control Functions		Brightness Contrast RGB color adjustments Horizontal position Vertical position Color balance Color temperature adjustment Video source selection Select language for OSD controls Position of OSD controls Reset to factory defaults Sharpness Auto adjustment Gamma Appearance of OSD controls Duration of OSD controls onscreen
Rear Panel Controls	LCD Display On/Off Switch	Yes
	OSD Controls	OSD controls for menu navigation (5 buttons)
	Brightness	Via OSD controls
	Contrast	Via OSD controls
	Other Controls/Features	• Auto Button: Direct-access to automatic screen adjustment

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		• Exit Button: Quits OSD menu (switches between analog or digital signal inputs when the OSD menu is off) • +/- Button: Increase/decrease item selected in OSD menu
Indicators	Power On/Off	LED indicates power on
	System in Sleep Mode	Shown by pulsing power LED
Signal Connectors		
Video Input Connectors		HD15 (standard VGA) connector DVI-D Single Link (19-pin) connector
Touchscreen Connector		9-pin D-sub female
Cables		
Video Cable Length (included)		6 feet
Pointing Device Cable Length (included)		6ft (1.83m)
Power Supply		
Power Supply Form Factor		Built-in (integral)
Nominal Input Voltage(s)		115/230VAC
Input Voltage Range(s)		90...264VAC
Input Frequency		47...63Hz
Power Supply Input Connector		NEMA standard male PC cord socket w/ 6-ft USA power cord
Power Consumption		
Power Consumption, typ. (power supply)		38W max., 1W in power-save mode
Cooling		
Cooling Summary		3 cooling fans
Cooling Fans	Fan Location(s)	Rear
Air Filter Location		Rear
Environmental Specifications		
Operating Temperature		50°F....122°F (10°C....50°C)
Storage Temperature		-4°F....140°F (-20°C....60°C)
Relative Humidity, noncondensing		10%....80%
Altitude, Max.		6.21mi (10km)
Dimensions		
Width		19.02" (483mm)
Height		15.71" (399mm)
Depth (including handles)		3.11" (79mm)
Width, Rack-Mount		EIA standard 19 inches at flanges
Height, Rack Units		9U (15.75")
Depth Behind Panel		1.18" (29.97mm)
Protrusion from Rack (including handles)		1.75" (44.45mm)
Panel-Mount Cutout, Width		17.36" (441mm)
Panel-Mount Cutout, Height		14.01" (356mm)
Dimension Details		• Bezel Depth in Front of Panel: 1.5" • Gasket Depth: 0.25" • Mtg Adapter Plate Depth: 0.1" • Height in Portrait View: 19.2" (11U)
***Flush Panel-Mount* Dimensions**		
Width	1.67ft (508mm)	
Height	16.69" (424mm)	
Depth (including handles)	3.31" (84mm)	
Panel-Mount Cutout, Width	19.17" (487mm)	
Panel-Mount Cutout, Height	15.78" (401mm)	
Dimension Details	Front Bezel Thickness: 0.2"	
Weight		
Weight		21.38lbs (9.7kg)
Display Filter Weight		Under 30 lbs.

1.5 Features

1.5.1 Overview

The CyberResearch CYRAQ® 19 is a 19-inch analog/digital LCD monitor that offers the highest quality images possible with dual analog and digital source input. Its Dual input (VGA and DVI) allow users to connect two different input sources simultaneously. The CYRAQ 19 offers a 500:1 contrast ratio, 1280 x 1024 resolution, pixel pitch of 0.29mm H/V, Xtrawide™ 170°/170° viewing angle, Analog/Digital video inputs, a scanning frequency of 30…81 kHz horizontal and 56…85 Hz vertical, and advanced image scaling.

- 19" Viewable Screen Size
- 1280 x 1024
- Breakthrough Universal Mounting Plate Allows the CYRAQ to Mount in a 19″ Rack
- 0.29 MM Dot Pitch
- Dual Input—Connects Via VGA (15-Pin) and Digital (DVI)
- Source Button Allows User to Toggle Between Inputs
- NEMA 4X Rating
- Rack, Panel, or Swivel-Arm Mounted

1.5.2 System Requirements

To achieve optimum response time the CYRAQ requires a computer with CPU speeds of 486 or higher. The CYRAQ is compatible with Windows and Macintosh operating systems. To operate the display at its highest resolution a video card that supports 1280 x 1024 pixels is required. See 1.5.3 for CyberResearch video cards that meet this requirement.

1.5.3 Recommended Video Cards

The CyberResearch video cards listed below support the CYRAQ 19 maximum video resolution of 1280 x 1024 (most of the cards listed exceed this specification). Given the nature of the video card market, one or more of the cards listed below may be replaced by a card with superior technology and capabilities at a more reasonable price point. Please reference our web site for the latest and most complete details on each card.

Single Output	1. **GRI AGP64**: AGP VGA Graphics card with 64MB DDR VRAM 2. **GRI PCI32**: PCI SVGA Graphics Card with 32MB VRAM
Dual Output	3. **GRI AGPD128**: VGA AGP Graphics Card with **Dual DVI or VGA**, 128MB DDR SDRAM
Triple Output	4. **GRI AGPT128**: AGP Parhelia™ **Triple VGA** Graphics Card with 3 RGB Outputs, 2 DVI Outputs, TV Output, 128MB DDR VRAM 5. **GRI AGPT256**: AGP Parhelia™ **Triple VGA** Graphics Card with 3 RGB Outputs, 2 DVI Outputs, TV Output, 256MB DDR VRAM

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2 Setup

2.1 Unpacking the CYRAQ® 19

Before unpacking it is very important to locate the CYRAQ monitor in a suitable environment. Make sure the installation location has good ventilation, is out of direct sunlight, away form excessive dust, dirt, heat, water, moisture and vibration. Please see Specifications section for environmental details.

2.1.1 Your Package Contains:

Panel PC Owners:
If display is part of a CYRAQ panel pc system, package contents will vary from list shown at left. See "Included with CYRAQ® PPC" in panel pc user manual for a complete list of panel pc package contents.

1) A CYRAQ Series Display
2) The CYRAQ® Series Drivers & Manuals CD
3) 6-ft. Power Cable
4) 6-ft VGA and DVI cables
5) User's Manual
6) Universal Mounting Plate **CRMS UNL** (applies to landscape rack-mount and panel-mount applications only) or portrait mounting plate **CRMS POR** (applies to portrait Rack-Mount applications)
7) Eight Button Head Mounting 10-32 X 1/2″ Bolts
8) Fourteen 10-32 1/2″Mounting Nuts

-OR-

CPBF, CPBR, CPSF & CPSR 19E (flush panel mount) come with **10 Mounting Clamps** *in lieu of* CRMS UNL or CRMS POR 10-32 1/2″mounting bolts and 10-32 nuts.

2.1.2 Optional Accessories:

1) Longer VGA and DVI cables (call for available lengths)
2) Touchscreens are available for all models
3) SWC 100 VESA mounting plate for VESA mount models

NOTE: If any of these items are missing or damaged contact CyberResearch, Inc. immediately

2.1.3 Ordering Information

BRUSHED STAINLESS STEEL BEZEL	BLACK COLOR STAINLESS STEEL BEZEL
CYRAQ® 24 Series: 24″ LCD Display, 1920 x 1200, 300 nits*	
#CRSR 24C .....Universal Mount; Rear Controls	#CRBR 24C ..... Universal Mount; Rear Controls
#CRSF 24C ..... Universal Mount; Front Controls	#CRBF 24C .....Universal Mount; Front Controls
CYRAQ® 21 Series: 21.3″ LCD Display, 1600 x 1200, 300 nits*	
#CRSF 21B ..... Universal Mount; Front Controls	#CRBF 21B .....Universal Mount; Front Controls
#CRSR 21B ..... Universal Mount; Rear Controls	#CRBR 21B .....Universal Mount; Rear Controls
#CVSF 21B .....VESA Mount Only, Front Controls	#CVBF 21B ..... VESA Mount Only, Front Controls
#CVSR 21B .....VESA Mount Only, Rear Controls	#CVBR 21B ..... VESA Mount Only, Front Controls
#CPSF 21B..... Panel Mount, Front Controls	#CPBF 21B.....Panel Mount, Front Controls
#CPSR 21B .....**Flush** Panel Mount, Rear Controls	#CPBR 21B .....**Flush** Panel Mount, Rear Controls
CYRAQ® 19 Series: 19″ LCD Display, 1280 x 1040, 300 nits*	
#CRSR 19E .....Universal Mount; Rear Controls	#CRBR 19E .....Universal Mount; Rear Controls
#CVSR 19E ..... VESA Mount Only; Rear Controls	#CVSR 19E ..... VESA Mount Only; Rear Controls
#CPSR 19E .....**Flush** Panel Mount; Rear Controls	#CPBR 19E .....**Flush** Panel Mount; Rear Controls
CYRAQ® 17 Series: 17″ LCD Display, 1280 x 1024, 1000 nits*	
#CPSF 17SA .....**Flush** Panel Mount; Front Controls	#CPBF 17SA ..... **Flush** Panel Mount; Front Controls
#CPSR 17SA.....**Flush** Panel Mount; Rear Controls	#CPBR 17SA.....**Flush** Panel Mount; Rear Controls
#CFSF 17SA ..... **Flush** Rack Mount; Front Controls	#CFBF 17SA ..... **Flush** Rack Mount; Front Controls
CYRAQ® 15 Series: 15″ LCD Display, 800 x 600, 1600 nits*	
#CPSF 15SA .....**Flush** Panel Mount; Front Controls	#CPBF 15SA ..... **Flush** Panel Mount; Front Controls
#CPSR 15SA .....**Flush** Panel Mount; Rear Controls	#CPBR 15SA .....**Flush** Panel Mount; Rear Controls
#CFSF 15SA ..... **Flush** Rack Mount; Front Controls	#CFBF 15SA ..... **Flush** Rack Mount; Front Controls
CYRAQ® 12 Series: 12″ LCD Display, 800 x 600, 1250 nits*	
#CPSF 12SA .....**Flush** Panel Mount; Front Controls	#CPBF 12SA ..... **Flush** Panel Mount; Front Controls
#CPSR 12SA .....**Flush** Panel Mount; Rear Controls	#CPBR 12SA .....**Flush** Panel Mount; Rear Controls

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2.2 Rack Mounting: CRxR 19E

IMPORTANT! Ask yourself these questions before beginning installation:

1. Is sufficient power is available?
2. Is sufficient space is available to allow for proper airflow both inside and around the display?
3. Is there a possibility the air temperature inside the rack will exceed the CYRAQ® 19's rated specification? (Operating temperature: 50°F....113°F ((10°C....45°C).)

NOTE: Though this product is designed to operate up to 113°F (45°C) with proper ventilation, the life span of any electronic device is shortened when it is consistently operated at high temperatures—keep rack temperature as low possible

4. Is there a possibility that the ambient humidity around the display will exceed its rated specification? (Relative Humidity, non-condensing: 10%....80%.)

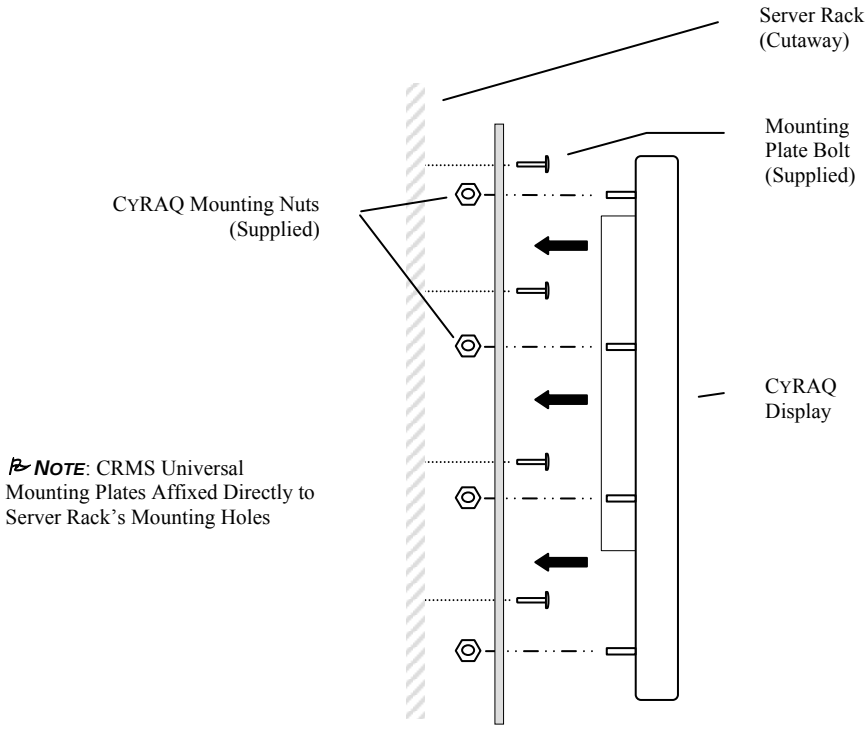

Figure 1: Installation Assembly

2.2.1 Rack-Mount Gasket Installation

Installing the CYRAQ® in the landscape orientation requires 9U (15.5″) free rack space. Prior to installing the CYRAQ into a rack, the included gasket must be affixed to the mounting plate.

IMPORTANT! **Unless requested at the time of purchase, the display is shipped with gasket applied. Skip to section 2.2.2 Landscape Orientation.**

However, in certain instances the mounting gasket may be shipped loose to allow for increased installation flexibility in the case of custom applications. This permits customers to then choose which mounting application best suits their environment—panel- or rack-mount. Affixing the gasket to the back of the CYRAQ's enclosure is recommended for panel mounting applications; while adhering directly to the mounting plate is recommended for rack-mount applications.

The mounting gasket is a critical component to this monitor's NEMA 4X rating for watertightness—it must be installed correctly to meet this standard. It is also important to note that the rack-mount installation procedure differs from the panel mount procedure. Please read the instructions below carefully before installing the gasket.

1. On a flat surface, orientate the mounting plate as depicted in Figure 2
2. Arrange the gasket to match mounting plate.
3. Remove adhesive backing from Section A of the gasket. ***NOTE***: It's important to focus on aligning the holes of gasket and mounting plate rather than their respective edges.
4. Align center hole in gasket with center hole on mounting plate, take care not to let other portions of the gasket in Section A touch mounting plate until aligned properly.
5. Carefully align and place the rest of Section A holes, working out from center.

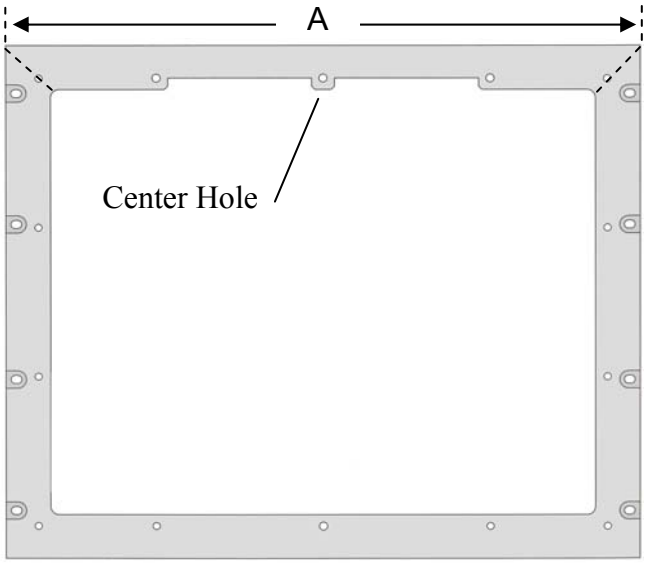

Figure 2: Gasket Installation

6. When done, firmly press down and smooth gasket in Section A.
7. Repeat process for each of the other three sides.

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2.2.2 Landscape Orientation

NOTE: Follow Section 2.2.1 Rack-Mount Gasket Installation procedure prior to beginning the steps below.

1. Align mounting plate rack-mount holes with server rack mounting holes; see Figure 3 for correct mounting orientation. ***Ensure gasket faces outward.***
2. Install the eight 10-32 x 1/2″ button head bolts into rack-mounting holes to secure mounting plate to the server rack.

NOTE: Steps 3 & 4 require two people.

3. Align studs with the monitor mounting holes in mounting plate and install the CYRAQ® until the gasket is flush with rear of enclosure.

Important!
Do not exceed 30 in/lbs when tightening mounting nuts.

4. From inside rack, a second person must install and tighten the fourteen 10-32 mounting nuts.

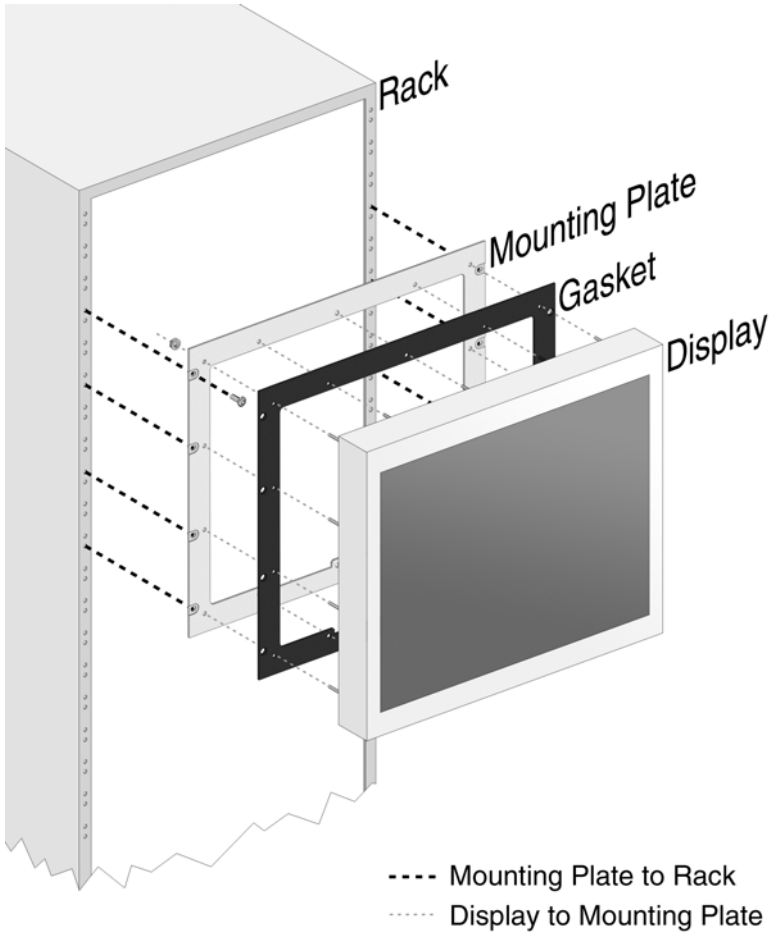

Figure 3: Landscape Installation Illustration

2.2.3 Portrait Orientation

NOTE: Portrait mounting orientation requires 11U (19.2″) free rack space.

NOTE: Follow Rack-Mount Gasket Installation procedure prior to beginning the steps below.

1. Align mounting plate rack-mount holes with server rack mounting holes; see Figure 4 for correct mounting orientation. ***Ensure gasket faces outward.***
2. Install the eight 10-32 x 1/2″ button head bolts into rack-mounting holes to secure mounting plate to the server rack.

NOTE: Steps 3 & 4 require two people.

3. Align studs with the monitor mounting holes in mounting plate and install the CYRAQ® until the gasket is flush with rear of enclosure.

Important!
Do not exceed 30 in/lbs when tightening mounting nuts.

4. From inside rack, a second person must install and tighten the fourteen 10-32 mounting nuts.

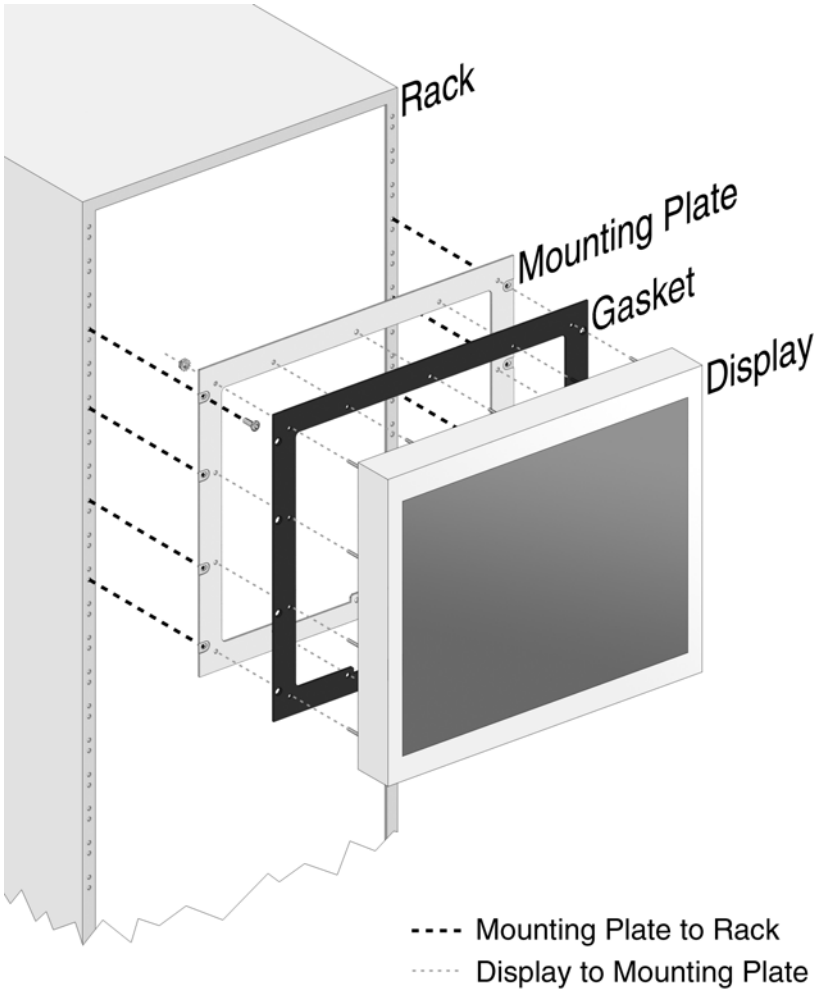

Figure 4: Portrait Installation Illustration

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2.3 Panel Mounting: CRxR 19E

2.3.1 Panel-Mount Gasket Installation

Prior to performing subsequent steps, ensure the panel-mounting location (including panel thickness) is suitable for the CYRAQ® 19, and meets Environmental requirements in Specifications section.

NOTE: Panel thickness should not exceed: .55" (14.1mm) if the unit has the standard 3.2mm (1/8") Poron™ gasket installed. Suggested panel thickness is calculated based on standard CYRAQ® 19 parts and dimensions, custom units may not meet these specifications. Prior to panel mounting a CYRAQ, the included gasket must be affixed to the rear of the enclosure.

IMPORTANT! **Unless requested at the time of purchase, the display is shipped with gasket applied. Skip to section 0 Panel Mounting the Monitor.**

However, in certain instances the mounting gasket may be shipped loose to allow for increased installation flexibility in the case of custom applications. This permits customers to then choose which mounting application best suits their environment—panel- or rack-mount. Affixing the gasket to the back of the CYRAQ's enclosure is recommended for panel mounting applications; while adhering directly to the mounting plate is recommended for rack-mount applications.

The mounting gasket is a critical component to this monitor's NEMA 4X rating for watertightness—it must be installed correctly to meet this standard. It is also important to note that the rack-mount installation procedure differs from the panel mount procedure. Please read the instructions below carefully before installing the gasket.

1. Place the monitor face down on a flat surface with bottom of the monitor closest to you; take care not to damage or scratch the screen.
2. Arrange the gasket to match monitor orientation; align Section D with bottom of monitor's enclosure.
3. Remove adhesive backing of Section A on gasket as shown in Figure 5.

NOTE: It's important to focus on aligning the holes of gasket and studs on the rear of the enclosure rather than their respective edges.

4. Align center hole (in Section A) of gasket with center stud on rear of monitor, take care not to let other portions of the gasket touch mounting plate until aligned properly.
5. Carefully align and place the rest of Section A, working out from center.
6. When done, firmly press down and smooth gasket in Section A.
7. Repeat process for each of the other three sides.

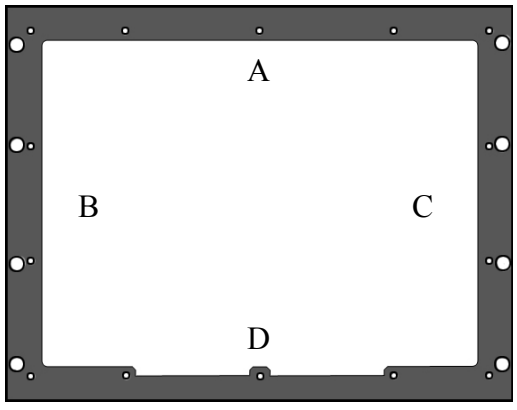

Figure 5: Panel Mount Gasket Installation

Panel Mounting the Monitor

1. Ensure the cutout meets the suggested dimensions: 441mm (17.4") W x 356mm (14") H for standard installation (see
2. Figure 6), 356mm H x 441mm W for portrait installation.
3. Install CYRAQ® in panel cut out. Ensure all studs clear cutout opening and gasket on the rear of the unit is flush against panel (critical for NEMA compliance).

NOTE: Steps 3 & 4 require a second person

4. Align studs on the CYRAQ with the holes in mounting plate from rear of panel (as seen in
5. Figure 6).

Important!
Do not exceed 30 in/lbs when tightening mounting nuts.

6. Also from rear of the panel, second person must install and tighten the fourteen 10-32 mounting nuts.

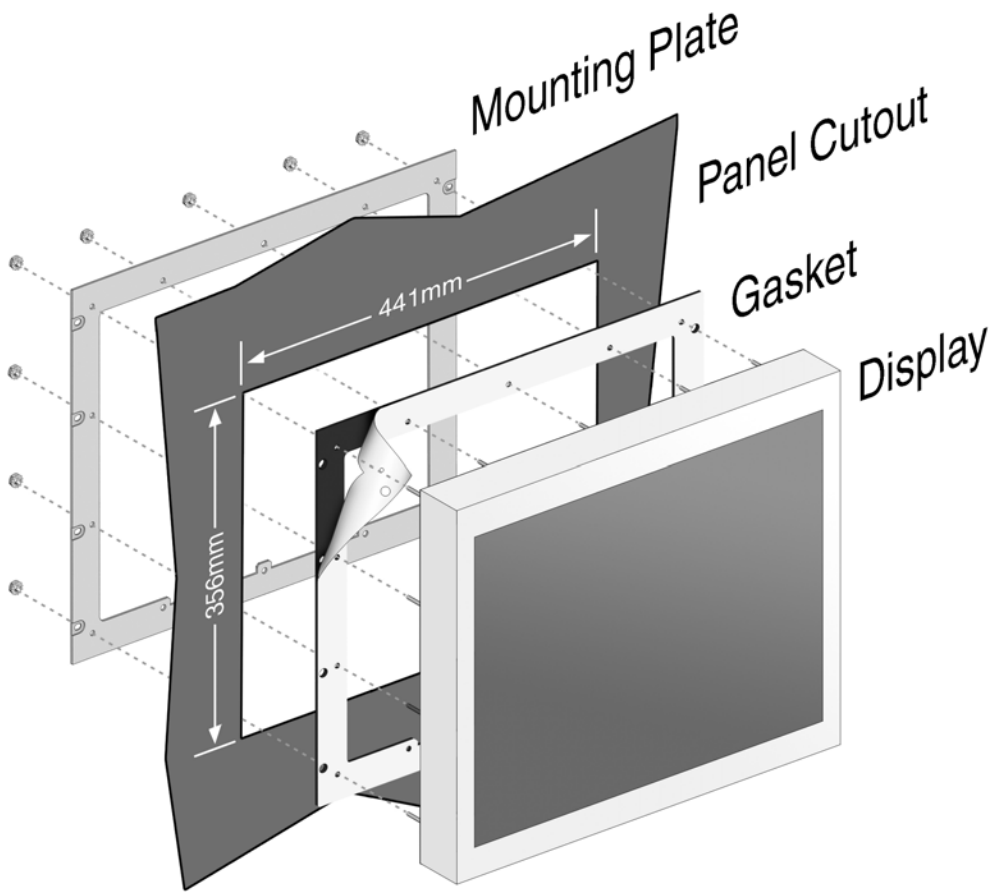

Figure 6: Panel Mounting

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2.4 Flush Panel-Mounting: CPBR 19E

Prior to performing subsequent steps, ensure the panel-mounting location (including panel thickness) is suitable for the CYRAQ® 19, and meets Environmental requirements in Specifications section.

NOTE: Panel thickness should not exceed: .55" (14.1mm) Suggested panel thickness is calculated based on standard CYRAQ 19 parts and dimensions, custom units may not meet these specifications. Poron™ gasket is installed by CyberResearch, Inc. on the CPBR 19E.

2.4.1 Panel Mounting the Monitor

Panel cutout dimensions: 401mm H x 487mm W for portrait installation (see Figure 7).

1. Install the display in panel cut out. Ensure Poron™ gasket on the rear of the unit is flush against panel (critical for NEMA compliance).

See Next Page For Illustration

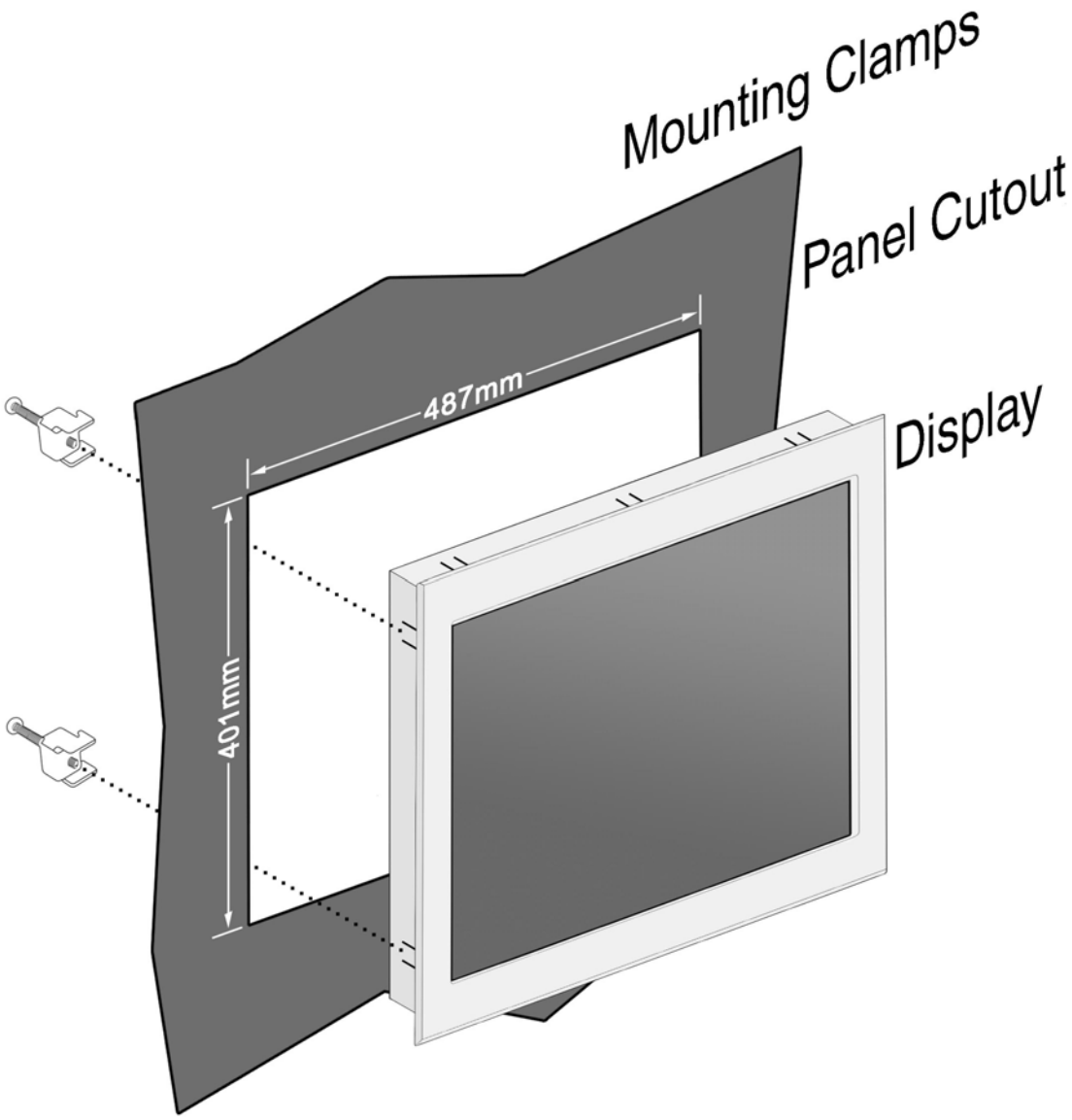

Figure 7: Flush Panel Mounting

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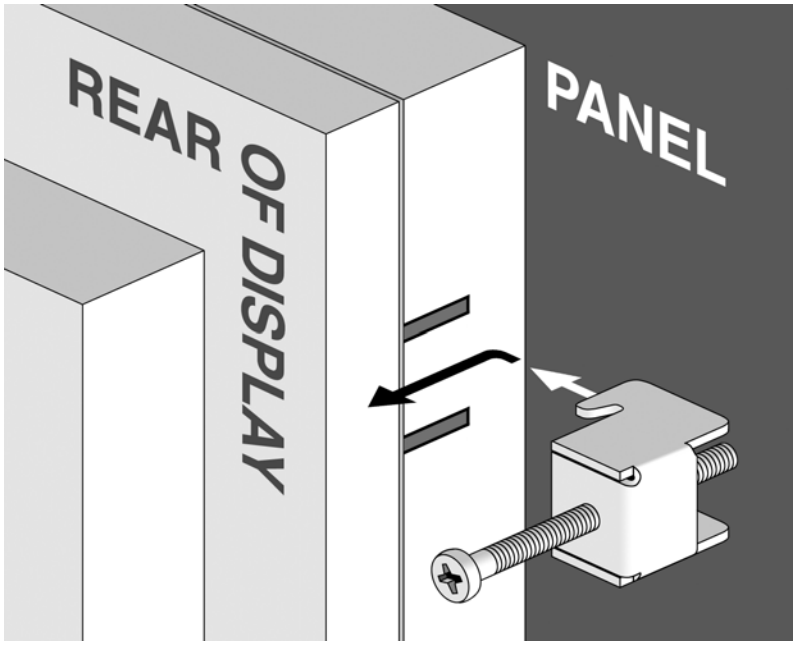

Figure 8: Insert Mounting Clamp

2. With a second person holding the display in place at the front of the panel, insert Mounting Clamps into slots on rear of display, as shown.

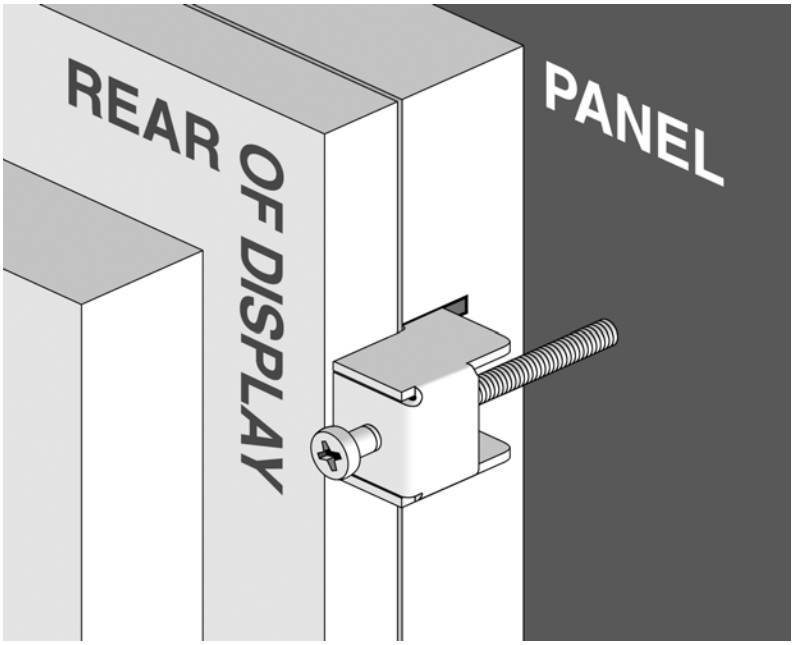

Figure 9: Tighten Mounting Clamp

3. Ensure that hooks on clamp butt against rear of slot as shown in Figure 9.

4. Tighten Mounting Clamps with Phillips head screwdriver until snug.

VESA Mounting with Swivel Arm: CVBR 19E

NOTE: These are "Quick Install" instructions for a popular style bench-top mount VESA arm. This VESA arm style ***MAY NOT*** be the mounting choice you've selected for your CYRAQ. Check the documentation accompanying your VESA arm.

1) ***Disconnect*** *the* ***power***, video and touchscreen cables.
2) Secure cranking unit (#1) to bracket (#2) with at least two bolts (Figure 11). The use of bolts and bolt position depends on thickness of desk. Fully secure bolts with included "T" type hex key.
3) Secure the clamp to the desk/bench top Figure 12). This will make subsequent installation easier. The clamp is capable of securing the arm to surfaces 15-100mm thick (30mm and up is ideal).
4) Before continuing, remove the screw from the arm's base using a Philips head screw driver (Figure 13).
5) Carefully place display on the bench top with screen facing down, as seen in Figure 15.

NOTE: The SWC 100 permits 100 x 100mm VESA monitors and 75 x 75mm VESA arms to be used jointly.

6) Secure the SWC 100 adapter (Figure 14) to the VESA arm.

Figure 14: SWC 100 Adapter Mounting Plate

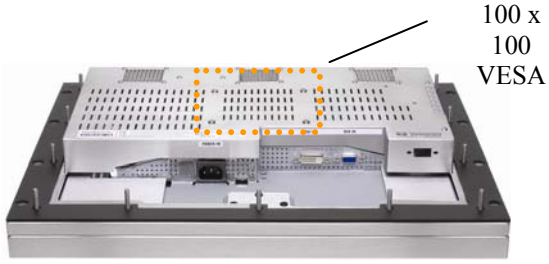

Figure 10: 100 x 100mm VESA Mounting Holes

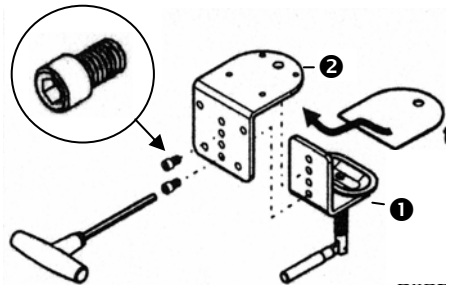

Figure 11: VESA Arm Clamp

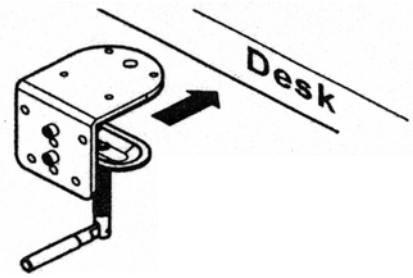

Figure 12: Affix Clamp to Bench Top

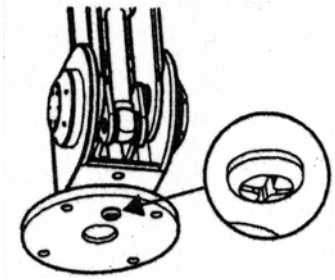

Figure 13: Remove Screw

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7) Secure the arm/adapter plate assembly to the display.

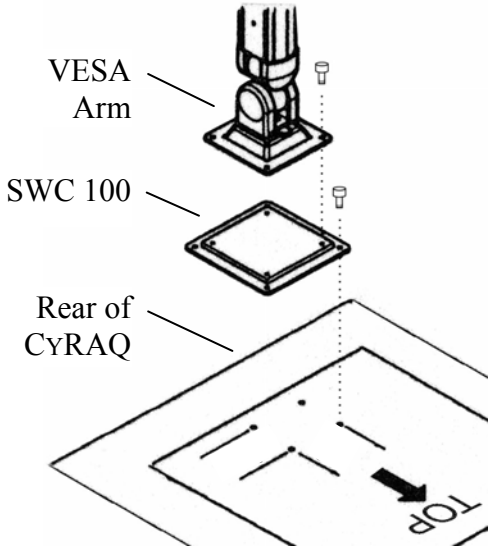


Figure 15: Mounting Arm to Display

8) Secure arm to the clamp with 4 flat head screws (Figure 16); tighten using the "L" shaped hex key.

NOTE: Check arm capacity setting prior to installation.

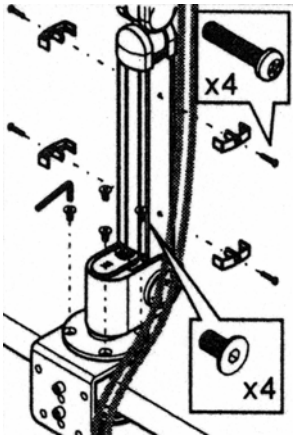


Figure 16: Mounting Arm Base to Clamp

9) Use the "T" hex key provided to adjust the weight capacity (Figure 17).

a. Carefully support the main body of arm while gently pushing downward

b. Turn hex key counterclockwise (toward '-') to decrease capacity

c. Clockwise (toward '+') to increase capacity

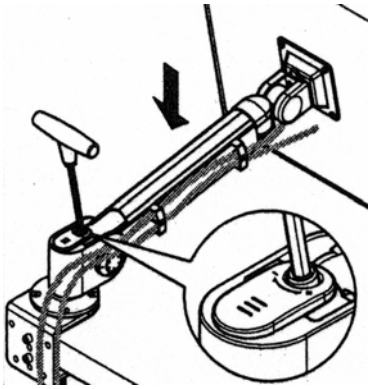
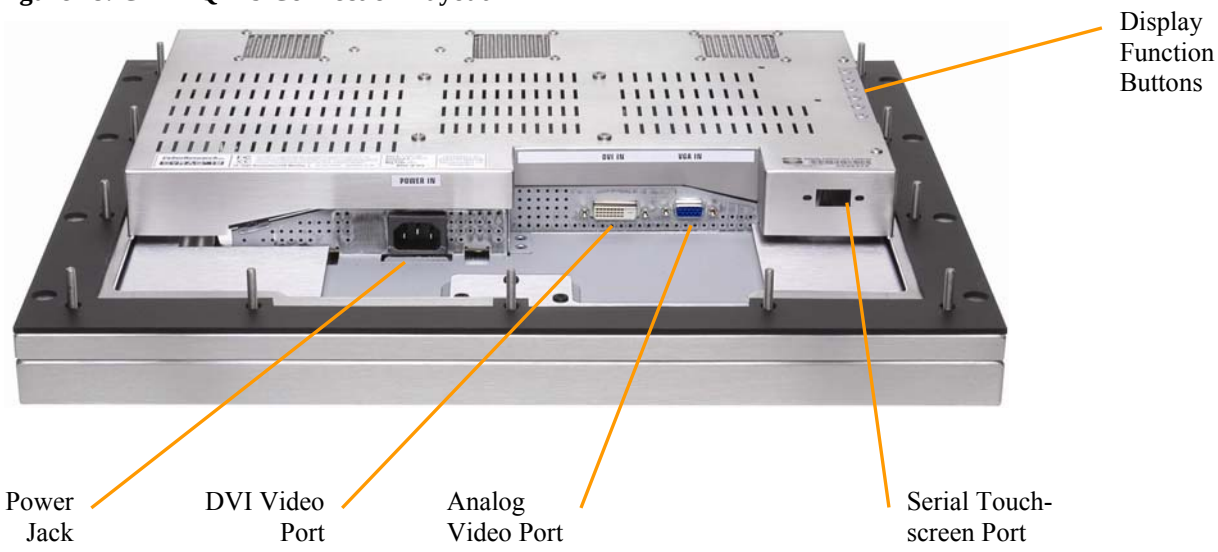


Figure 17: Adjust Weight Capacity

2.5 Connecting the Display

IMPORTANT! Before connecting the power cable to the display, connect all the other cables.

Figure 18: CYRAQ® 19 Connection Layout



NOTE: Turn off the computer before connecting the display

1. After connecting all other cables, connect the power cable to the power jack on the back of the display; refer to Figure 18.
2. Press the On/Off Button on the rear of the display, the status light will illuminate.
3. Start the computer.
4. If the computer is running, restart.
5. The display should now function normally.

NOTE: See Section 4 Touchscreen for connection and driver instruction

NOTE: If the CYRAQ's screen remains blank or displays the error message "Out of Range" or "No Input Signal," there may be a connection or signal problem. One, or a combination of the possibilities listed below may be the cause:

- Windows resolution is set either too high, or too low for the display; check the resolution by reinstalling the old monitor
- The refresh rate may be set too high. The refresh rate of an LCD monitor doesn't need to be set as high as a CRTs refresh rate; set the refresh rate @ 60Hz.
- The power source isn't 115VAC.

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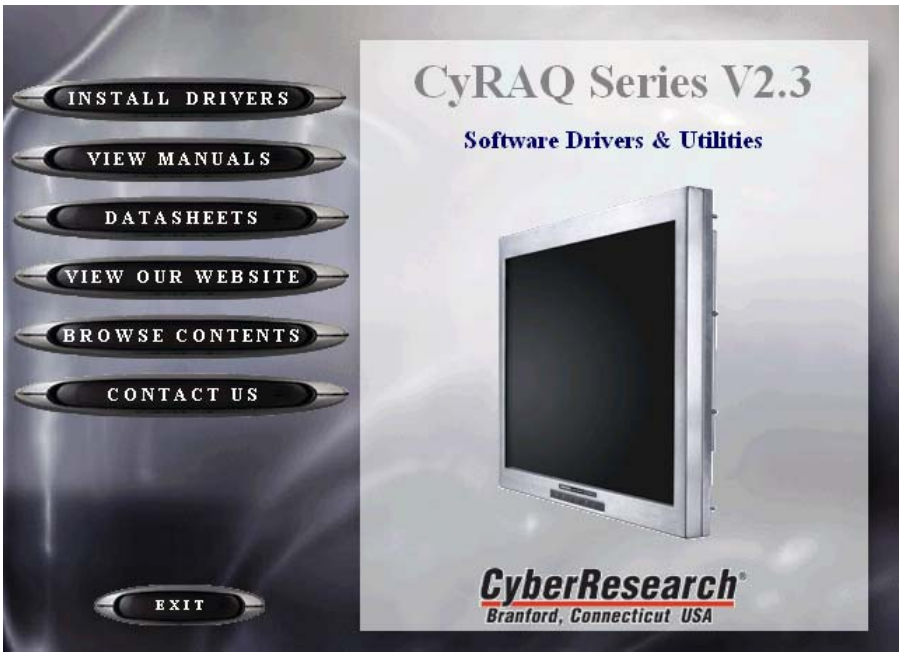
- The video cable isn't tightly connected at one or both ends; reconnect and tighten the cable adapter screws.
- The analog and DVI cables are both connected to the display and the same computer.
- The display is reading the wrong video input; push the Exit/Source button to toggle between the VGA and DVI inputs.
- The unit is malfunctioning.

2.6 Display Driver Installation

1. Insert the driver CD into the computer's CD drive.
2. When the splash screen appears, select Install Drivers.



3. When the Install Products window appears, click Display Drivers.

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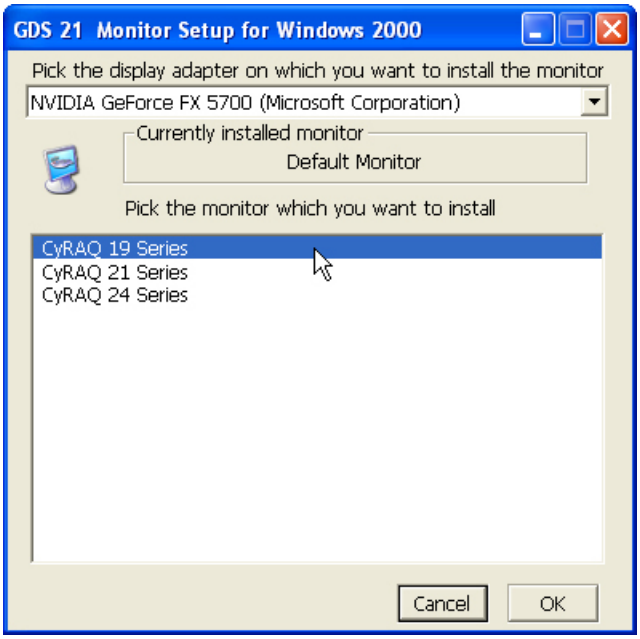
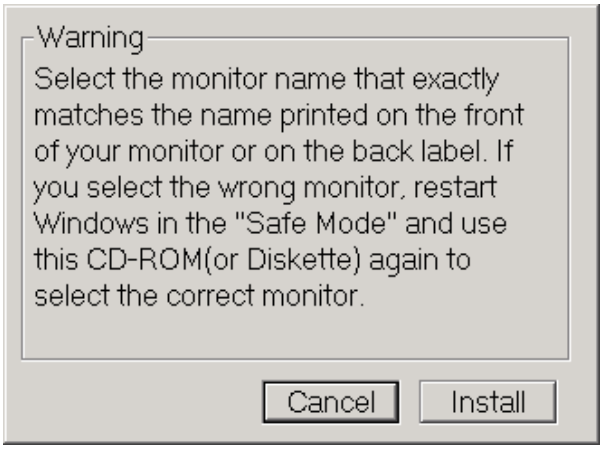
4. Then click on your operating system.

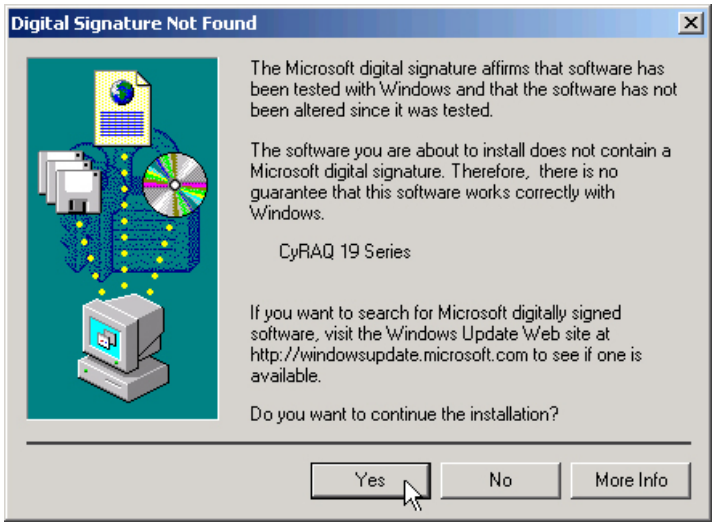
5. Select CYRAQ 19 and click OK.



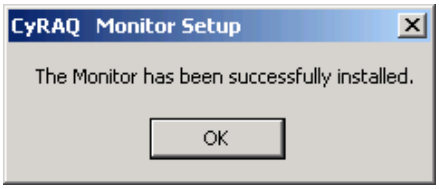
6. Read the monitor warning, "Select the monitor name that exactly matches the name printed on the front of your monitor or on the back label. If you select the wrong monitor, restart Windows in "Safe Mode" and use this CD-ROM (or diskette) again to select the correct monitor.



7. Then Click Install.
8. When the Digital Signature window appears, click Yes.



9. When the driver has been installed a Monitor Setup message will appear, click OK.



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NOTE: If the CYRAQ® doesn't display an image immediately, move the mouse to awaken it from "Suspend" mode.

NOTE: If an image still isn't displayed, toggle the Exit/Source button to ensure the correct input is being used.

2.7 Screen Rotation Software

The CYRAQ® Series of displays comes with software that allows users to rotate their desktop to 0, 90, 180 and 270 degrees. This software is essential if mounting the CYRAQ in a position other than landscape.

If you package contains just one CD, the ***CYRAQ® Series Drivers & Manuals CD***, MagicRotation™ software has been bundled with your product; please proceed with MagicRotation™ Installation instructions.

2.7.1 MagicRotation™ Installation

NOTE: Close all unnecessary applications before continuing; at the end of this procedure you will be prompted to restart your computer.

1. Insert the Drivers & Manuals CD into your CD drive.

2. When the splash screen appears, choose "Install Drivers".

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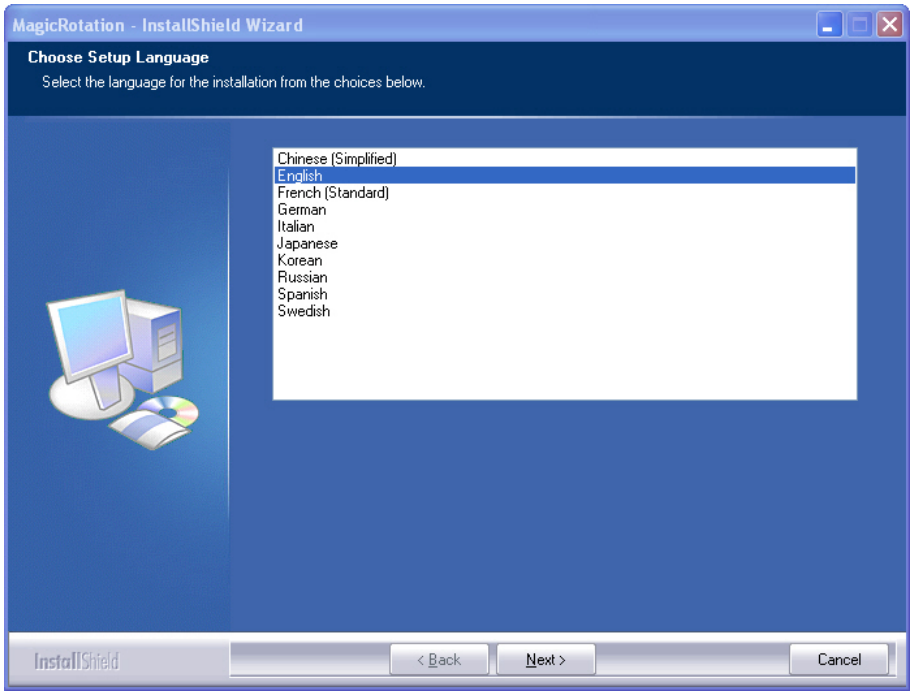
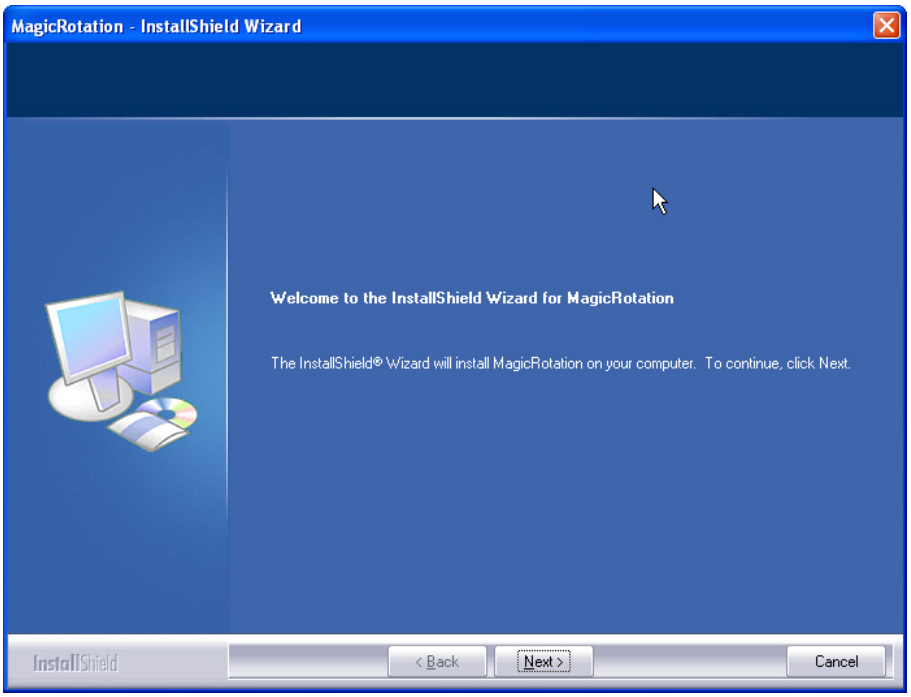
3. Choose Magic Rotation.

4. Then choose your operating system.

5. Choose the setup language for the installation



6. Then click Next to continue.



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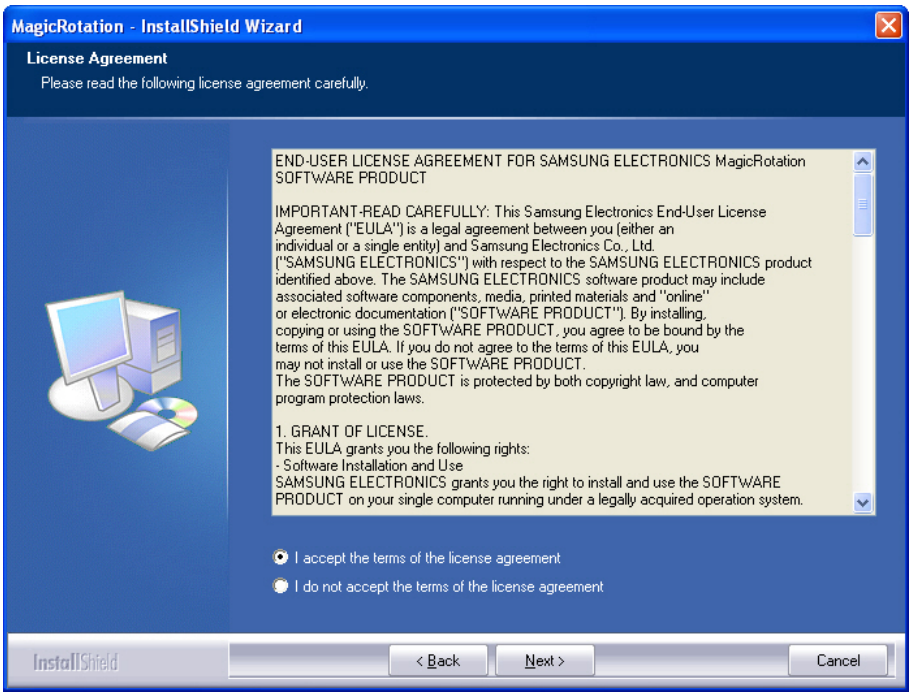
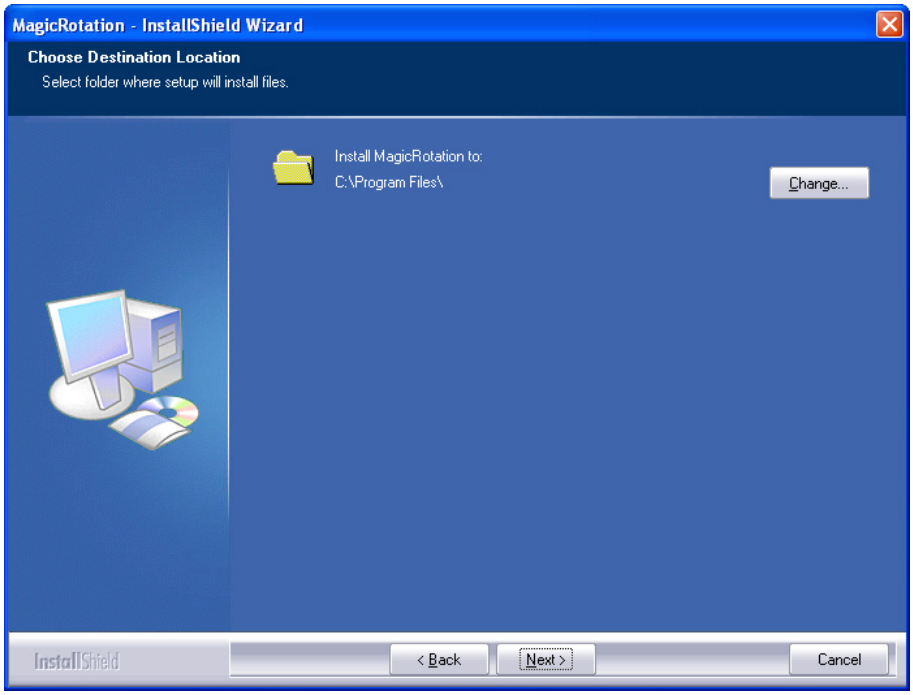
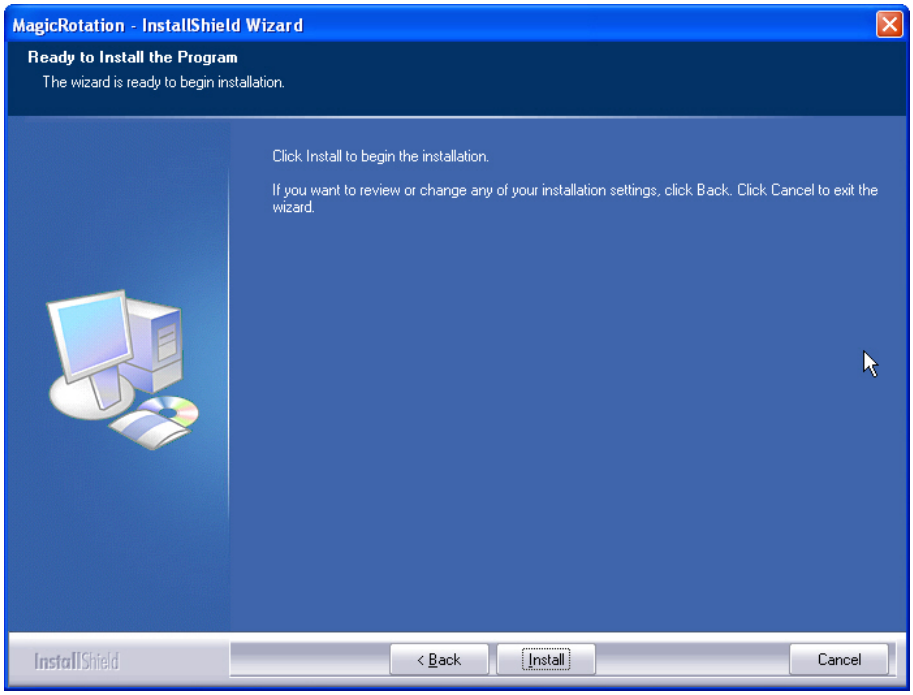
7. When the license agreement appears, click one of the radio buttons to accept or reject the terms of the agreement, and then click Next.



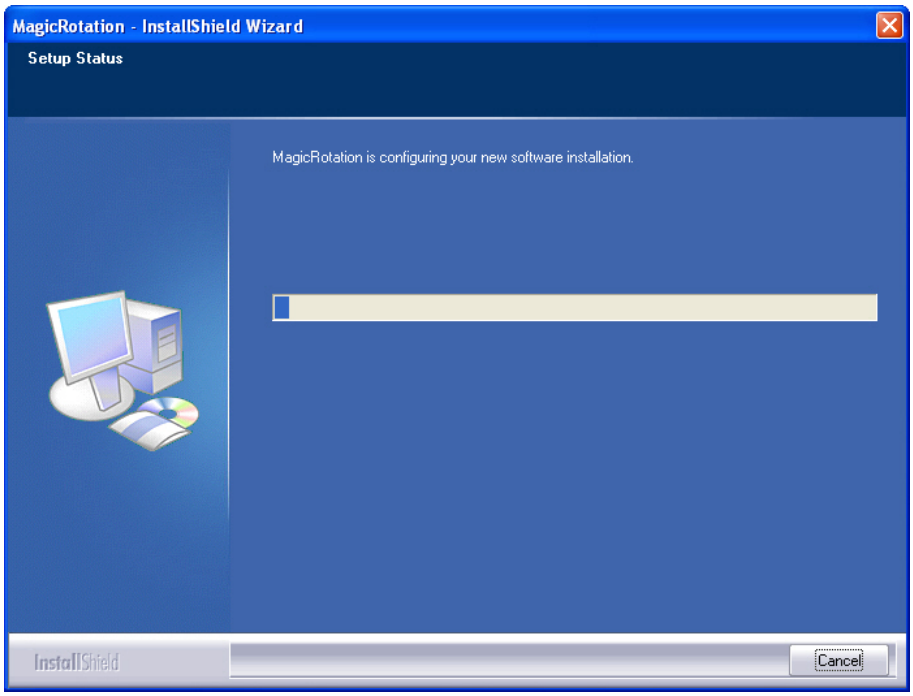
8. Choose the location for Setup to install the files. You can accept the default location C\Program Files, or choose an alternate location via the Change button. When done, click Next.



9. Before the installation begins, you're given the opportunity to go back to any of the configuration choices you've made and make changes. When done, click the Install button to begin the installation process.



10. A progress bar appears as the installation is configured



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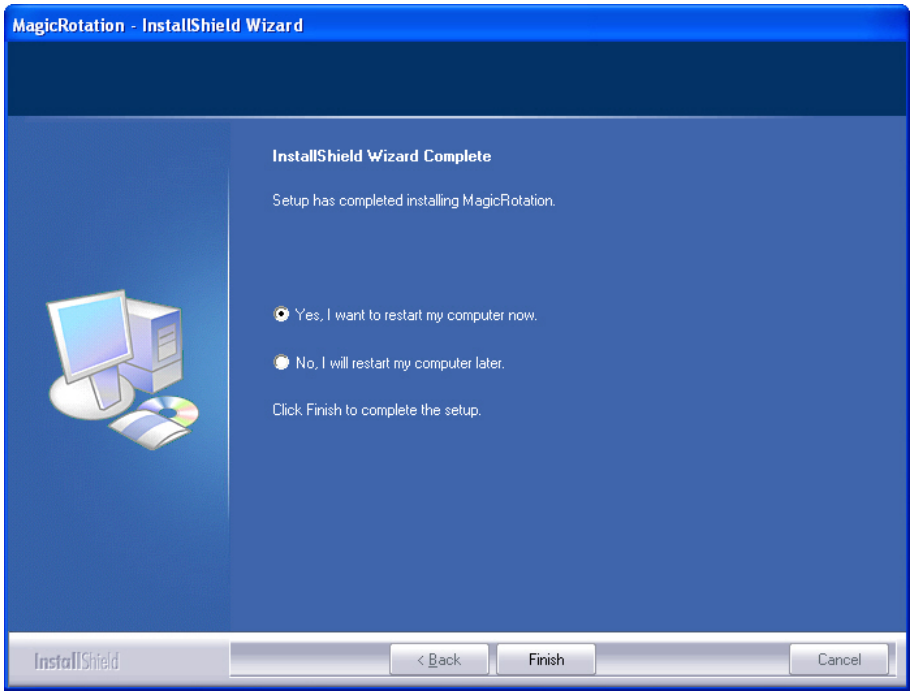
11. When the Installation Wizard completes the installation, the option is given to restart (recommended) your computer. Click one of the radio buttons, then click Finish.



2.7.2 MagicRotation™ Operation

1. After completing the installation (restarting your computer is recommended), an icon appears in your taskbar tray, like the one below.

Figure 19: Screen Rotation Software Icon

2. To access the screen rotation program menu, right-click on the icon shown in Figure 19.

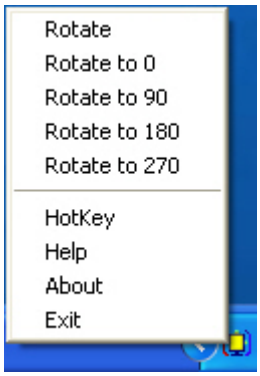


Figure 20: Screen Rotation Program Menu

From the menu, you can choose to rotate your desktop several different ways, assign hotkeys, or view online help.

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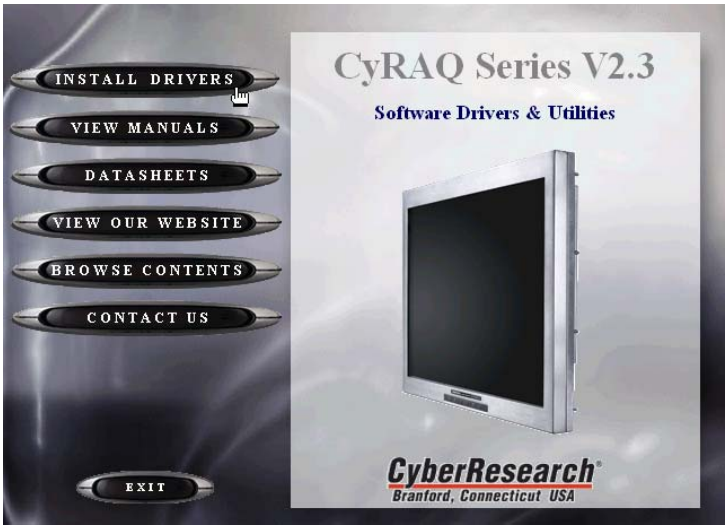
2.8 MagicTune™ Software Installation

MagicTune™ is a software application that allows a user to adjust the monitor's display properties (brightness, contrast, color, etc…) without actually using the function buttons mounted on the enclosure. MagicTune™ is a simple software interface that makes it quick and easy to adjust a display with the click of the mouse or tap of the touchscreen. This is especially helpful—and important—to a CYRAQ® 19 user because the monitor's function buttons are located on the ***REAR*** of the chassis. Without MagicTune™, a quick display adjustment may prove to be more time consuming if direct access to the function buttons is not readily available.

NOTE: MagicTune™ supports Windows 98SE, ME, 2000, NT, XP Professional and XP Home; requires a minimum of 32MB of memory and 25MB of free disk space.

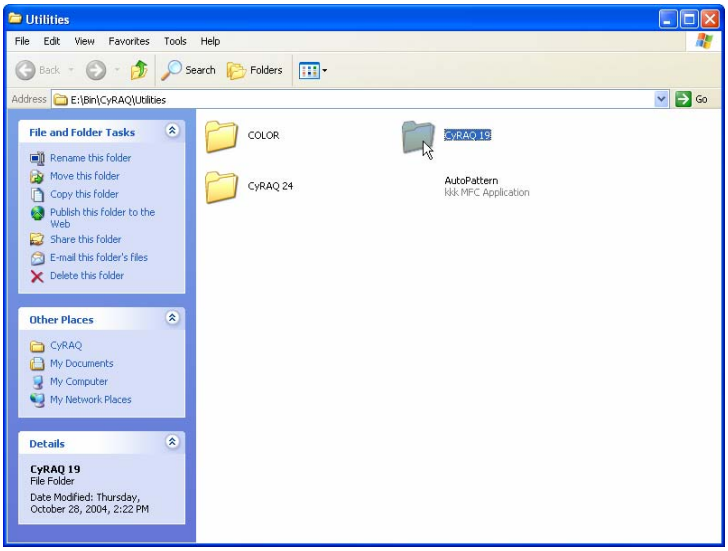
To install the application, follow the instructions provided:

1. Insert the CYRAQ software CD into the CD drive, let Autorun.
2. When the initial splash screen appears, click on Install Drivers.

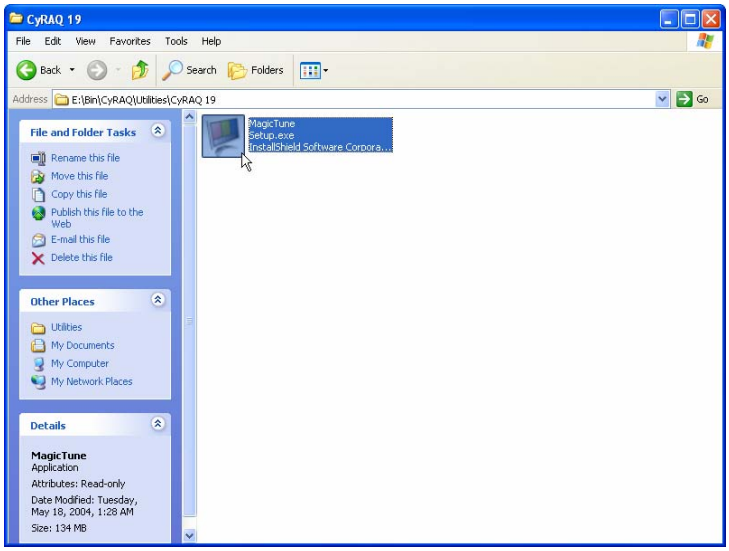


3. Then click on Utility S/W (as seen on next page).

4. Double-click on the CYRAQ 19 folder.



5. Double-click on the Magic Tune.exe file.



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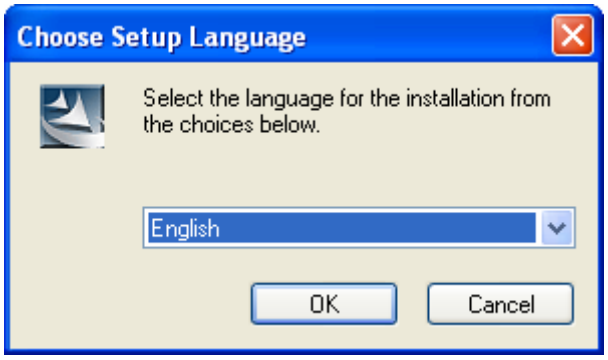
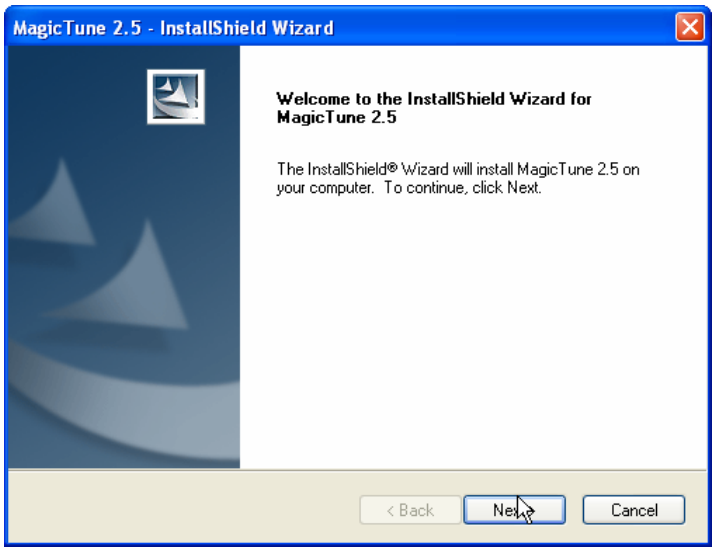
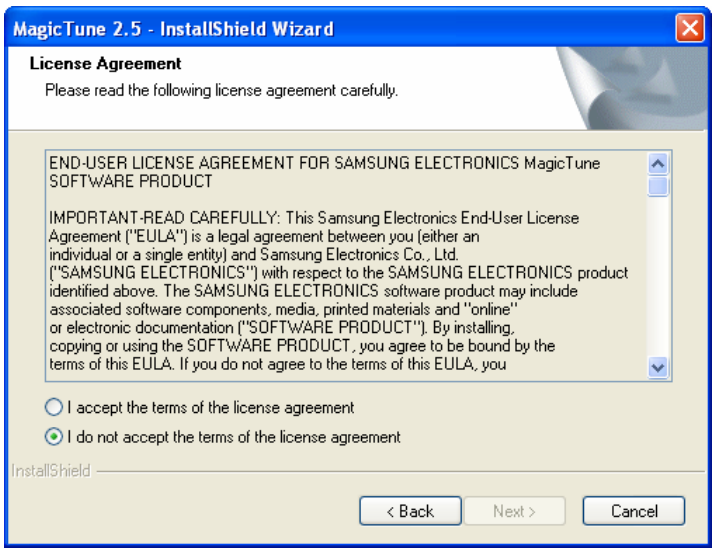
6. Choose a language from the drop-down menu, then click OK.



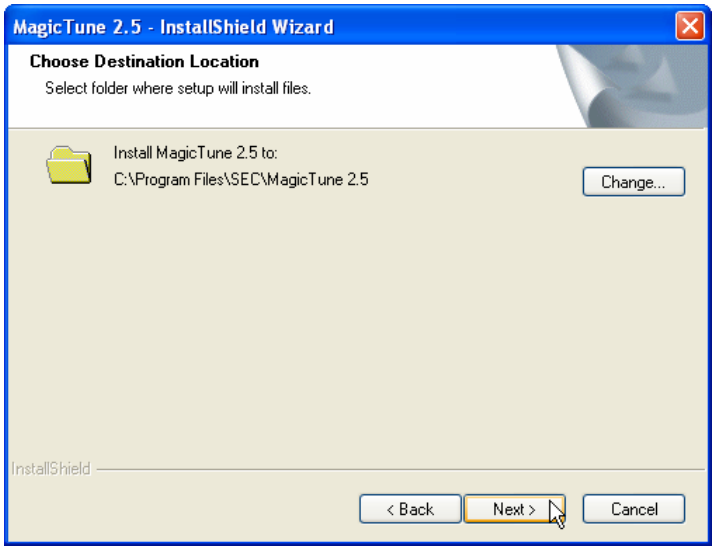
7. When the InstallShield Wizard appears, click Next.



8. Accept the license agreement, then click Next.



9. Click Next to accept the installation path shown, or click "Change" to alter the path.



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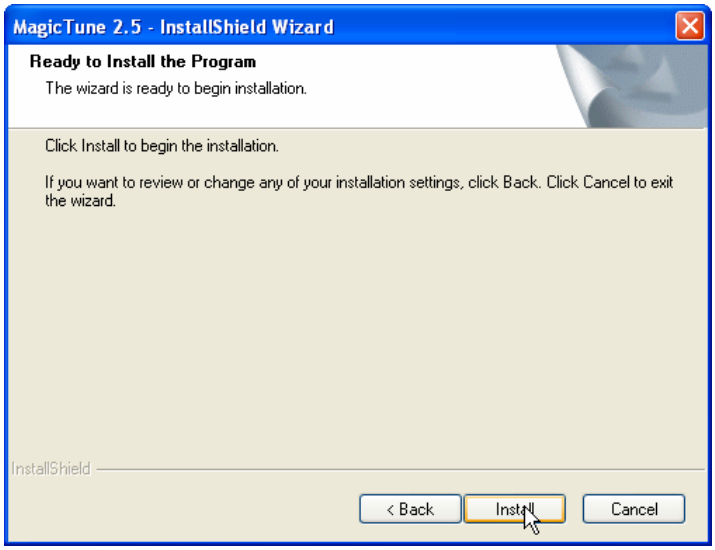
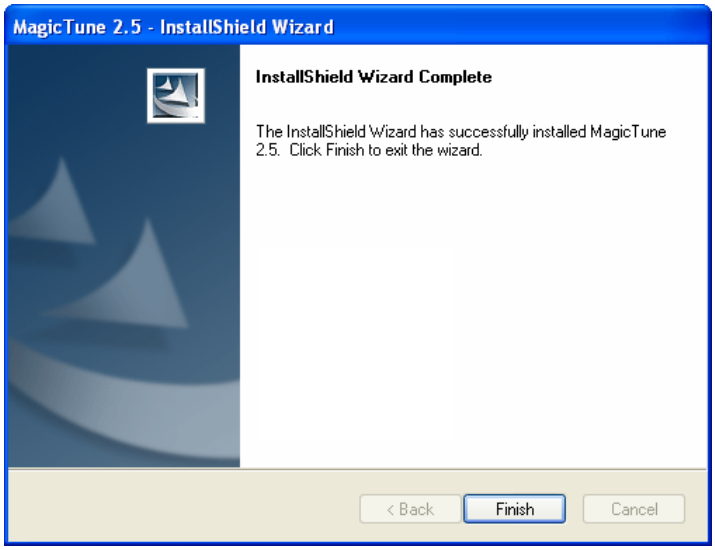
10. Click Install to install the MagicTune™ software.



11. When done, click Next.



3 Adjusting the Display

3.1 MagicTune™

Once installed, MagicTune™ allows a user to adjust the display using a keyboard and mouse in lieu of the display's hardwired function buttons on the rear of the unit. The GUI (Graphical User Interface) is comprised of five tabs: Picture, Color, Image, Option and Support. The tab-specific menu is listed in the container at the left side of the window.

1. To begin, launch the MagicTune™ application.

Picture Tab

2. Click the Picture tab.

Brightness

3. Click the Brightness button.

- Use the slider to control to either dim or brighten the display.

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Contrast

4. Click the Contrast button.

- Use the slider to adjust the light and dark areas on the display

Resolution

5. Click the Resolution button.

- Select from the five supported resolutions

MagicBright™

6. Click the MagicBright™ button.

- Choose from one of the four pre-configured brightness levels, based upon the type of work you view most

Color Tab

1. Click the Color tab.

Color Tone

2. To adjust the color tone on the display, click Color Tone.

- Choose from one of the three preconfigured settings

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Color Control

3. Click the Color Control button to adjust the RGB values.

- Use the sliders to adjust the color value of Red, Green, and Blue

Calibration

4. Click the Calibrate button to access the Calibration GUI…

5. …then click Launch to automatically adjust and optimize the display color.

Image Tab

1. Click on the Image Tab

Position

2. Click the Position tab to adjust desktop position.

- Adjust desktop position using the four arrows in the center of the grid

Image Setup

3. To refine the desktop image, click the Image Setup button.

4. Click Auto Setup to allow MagicTune™ to adjust these settings for you.
5. Click Reset to return to default settings.

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Option Tab

Source Select

Since the CYRAQ® 19 is a dual input monitor, Source Select feature allows the user to toggle between the analog and digital input.

1. To toggle between monitor inputs, click Source Select…
2. …then, click either Analog or Digital.

Preference

1. To enable the MagicTune™ icon in your task tray, click the corresponding checkbox.
2. To choose the default MagicTune™ program language, select from the Select Language drop-down menu.

Support

The Support tab provides other useful program information

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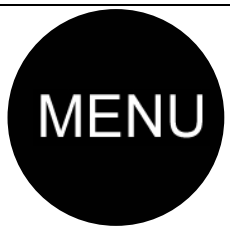
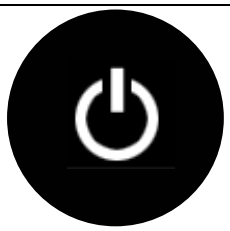
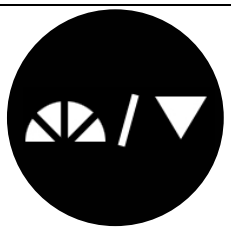
3.2 Function Buttons

The display can also be adjusted using the function buttons on the rear of the monitor.

NOTE: MagicTune™ overrides function buttons. Once installed, the OSD menu must be controlled using MagicTune™, otherwise MagicTune™ must be uninstalled.

Function Button	Action
	OSD Off: ➢ Launches the OSD menu and highlights function displayed
	OSD On: ➢ Selects menu items
	➢ Turns the monitor on and off ➢ Works in conjunction with the Status light o Solid Green light indicates monitor is on o Blinking Green indicates power but no signal
	OSD Off: ➢ Automatically adjust image quality to optimum level
	OSD On: ➢ Automatically adjust image quality to optimum level
	OSD Off: ➢ Toggles the display's input between VGA and DVI
	OSD On: ➢ Backs out of currently selected menu item
	OSD Off: ➢ Selects tabs on the OSD menu, adjusts the brightness settings
	OSD On: ➢ Selects tabs on the OSD menu, adjusts settings on the OSD menu

Picture

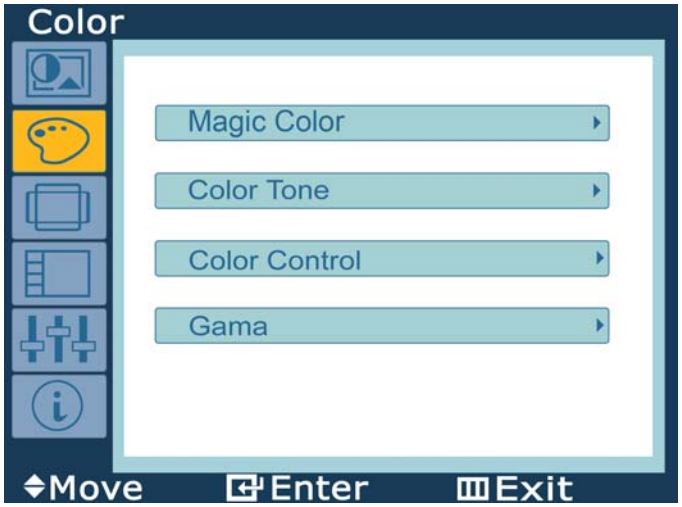
To adjust the brightness or contrast:

1. Press the Menu button.
2. Navigate to the Picture icon using the Up or Down arrows.
3. Press Source to select the Picture control menu.
4. Use Up or Down arrows to toggle between Picture control options.
5. Use Source to choose an option.
6. Use Up or Down arrows to adjust.
7. Press the Menu to exit.

NOTE: Brightness can also be quickly adjusted without entering the OSD menu, simply press the Up or Down buttons.

Color

To adjust the display color:



1. Press the Menu button.
2. Navigate to the Color icon using the Up or Down arrows.
3. Press Source to select the Color control menu.
4. Use Up or Down arrows to toggle between Color control options.
5. Use Source to choose an option.
6. Use Up or Down arrows to adjust.
7. Press Menu to exit.

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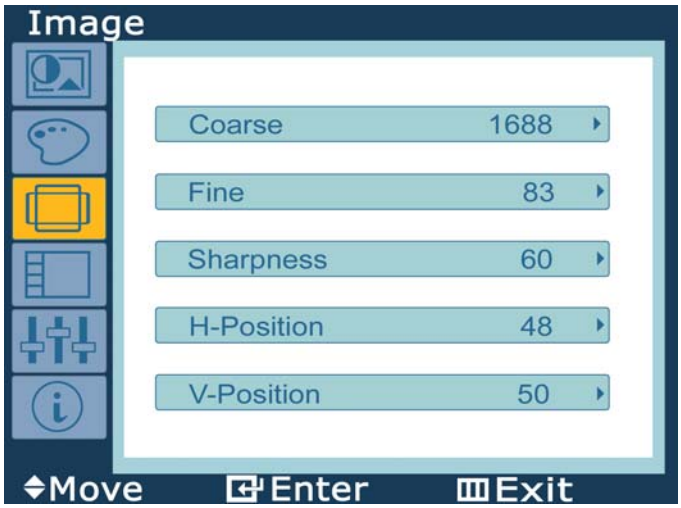
Image

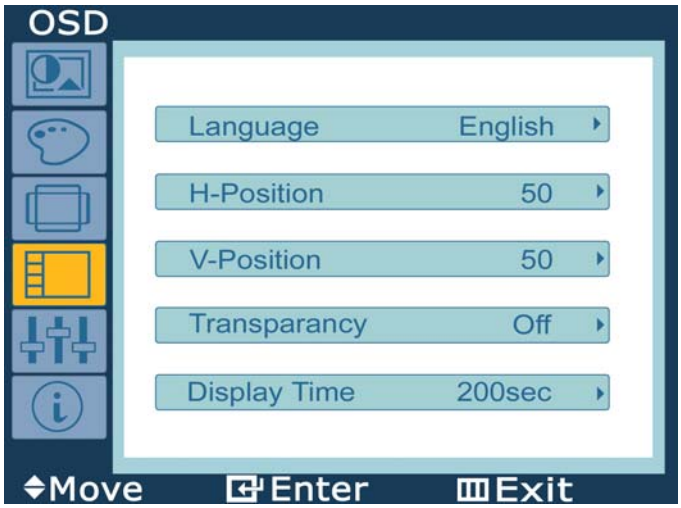
To adjust the display image



1. Press the Menu button.
2. Navigate to the Image icon using the Up or Down arrows.
3. Press Source to select the Image control menu.
4. Use Up or Down arrows to toggle between Image control options.
5. Use Source to choose an option.
6. Use Up or Down arrows to adjust.
7. Press Menu to exit.

OSD

To adjust the dynamics of the on screen display:

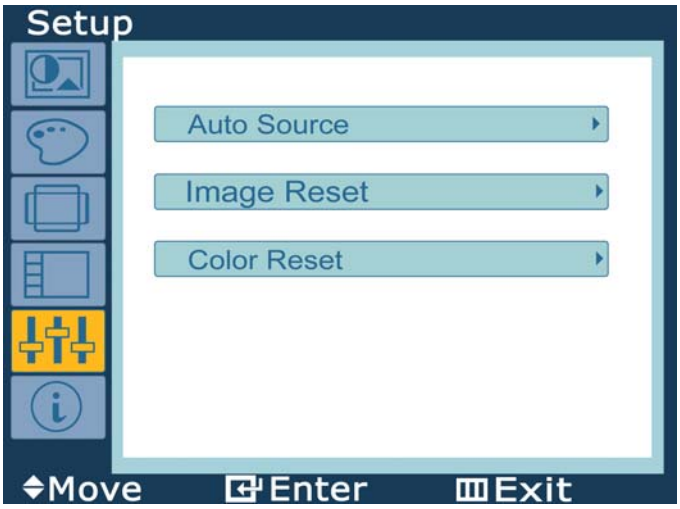


1. Press the Menu button.
2. Navigate to the OSD icon using the Up or Down arrows.
3. Press Source to select the OSD control menu.
4. Use Up or Down arrows to toggle between OSD control options.
5. Use Source to choose an option.
6. Use Up or Down arrows to adjust.
7. Press Menu to exit.

Setup

To set Auto Source (display automatically detects active input), reset color or images preferences:

1. Press the Menu button.
2. Navigate to the Setup icon using the Up or Down arrows.
3. Press Source to select the Setup control menu.
4. Use Up or Down arrows to toggle between Setup control options.
5. Use Source to choose an option.
6. Use Up or Down arrows to adjust.
7. Press Menu to exit.



Information

To view information about your display:

1. Press the Menu button.
2. Navigate to the Information icon using the Up or Down arrows.
3. Press Menu to exit.

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4 Touchscreen

Touchscreens are the ultimate human/machine interface. In a touchscreen system, touching what you see onscreen makes the computer respond. The touchscreen system is logical, intuitive and simple. Using touchscreens, workers can precisely control complicated processes without being tethered to a keyboard and mouse. People who have never used a computer before can immediately interact successfully with a touchscreen-based computer system allowing airline customers to access flight information, CNC machinists to quickly change programs, and wait staff to instantly send your order to the kitchen—all with the touch of their finger.

4.1 Installation

The Touchscreen and internal controller board inside your CYRAQ® display has already been installed for you by the engineers at CyberResearch, Inc. You should never need to open the case of this unit to install/change any of the internal connections or for any other reason. If you think there is an internal connection problem, contact CyberResearch Inc. immediately.

4.1.1 Serial Cable Connection

1. Shutdown your computer.
2. Plug the DB9 male end of the supplied serial cable into the DB9 female connector on the back of the CYRAQ enclosure.
3. Plug the DB9 female end of this cable into the computer's DB9 serial port. If you have a 25-pin serial port, use the optional DB9 male to DB25 female adapter.

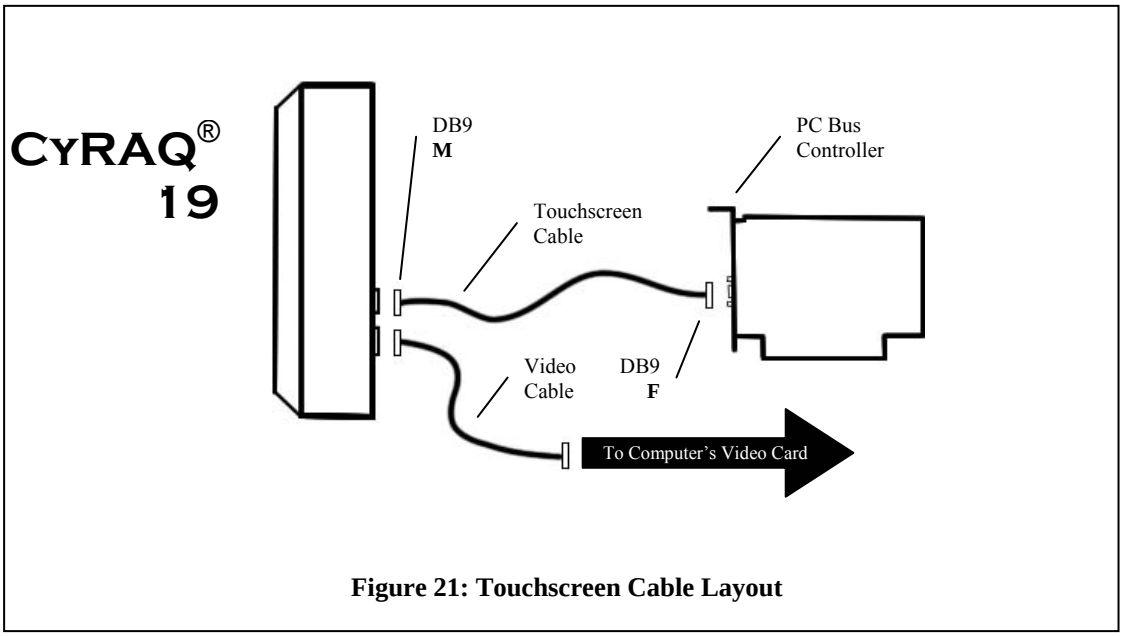

Figure 21: Touchscreen Cable Layout

4.1.2 USB Cable Connection

1. Shutdown your computer.
2. Plug the USB cable into the display's USB connector on the back of the enclosure.
3. Plug the other end of the USB cable into a free USB port on the back of the computer.

4.1.3 Touchscreen Driver Installation

1. Reboot your computer.
2. After Windows loads, put the CyberResearch Software and Utilities CD into the CD drive.

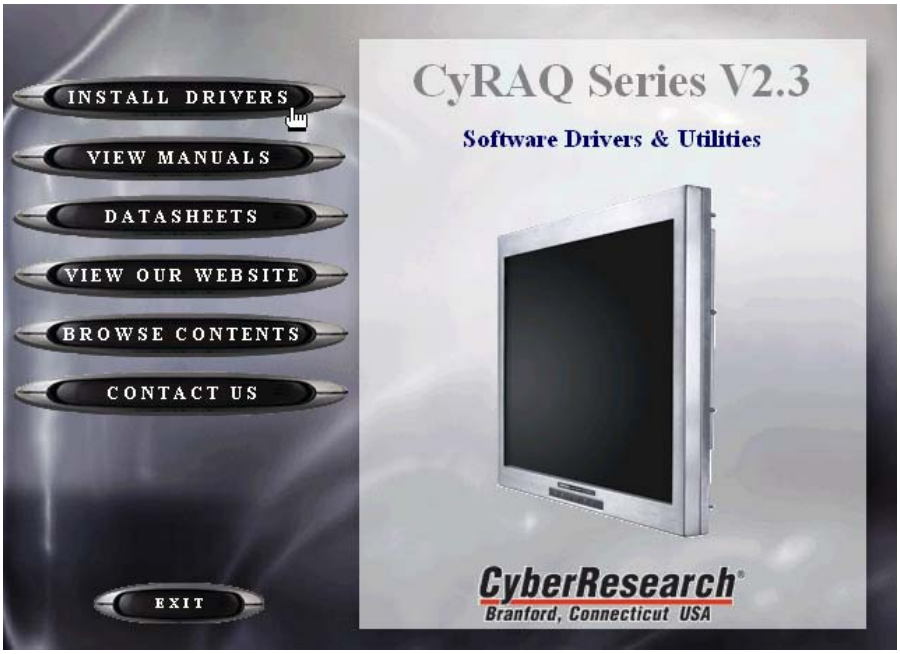

Figure 22: Splash Screen

3. When the splash screen appears (Figure 22) click on Install Drivers
4. Then click TouchScreen (Figure 23)

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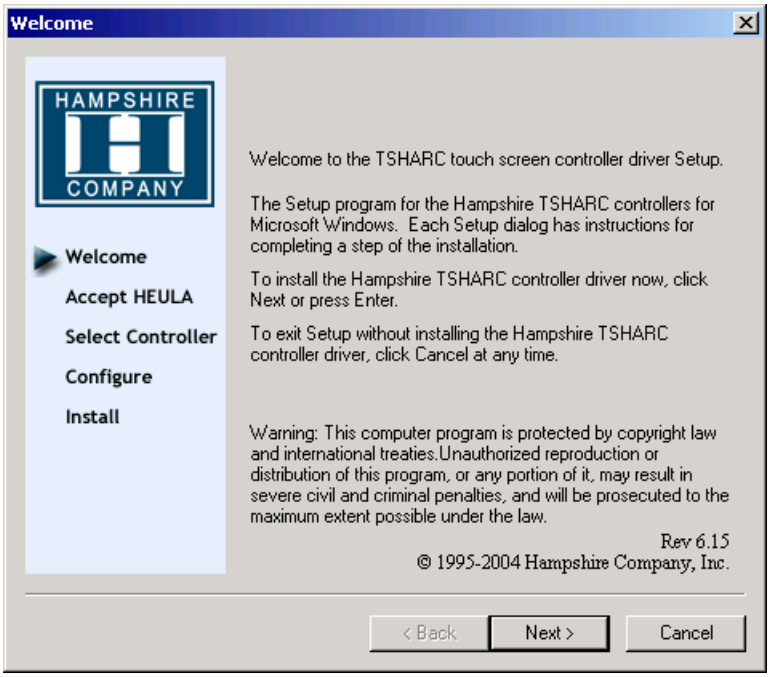
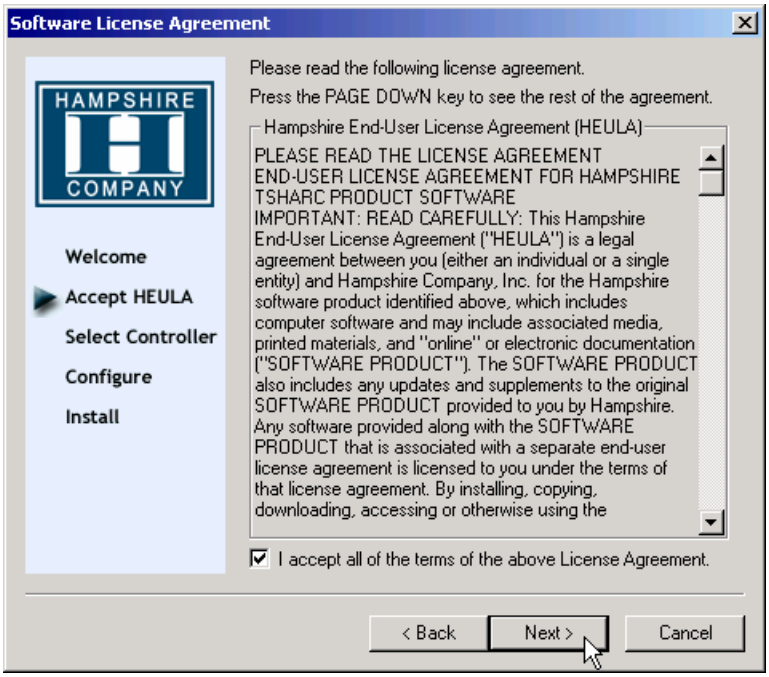
Figure 23: Install Products

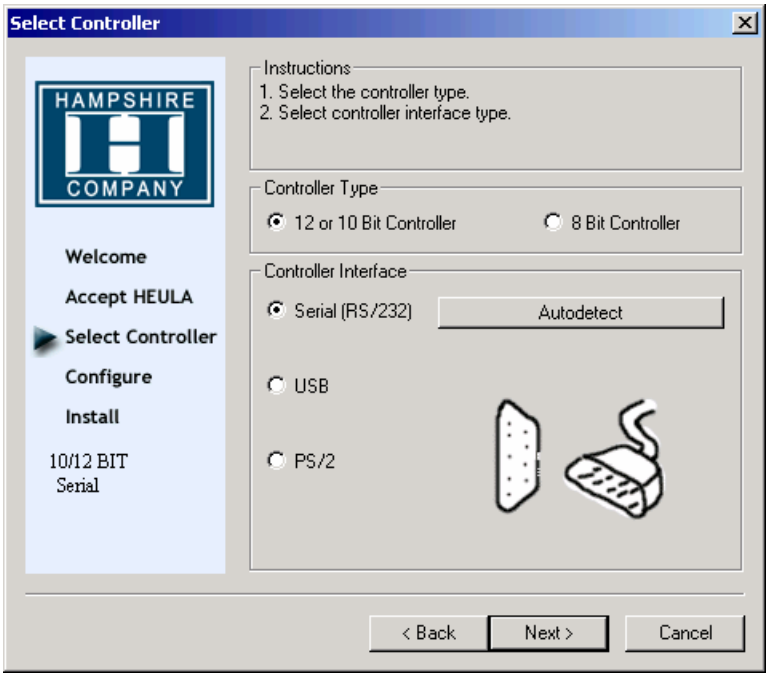
5. After the Welcome window appears, click Next to continue



6. After accepting the license agreement, click Next



7. Select controller type, interface, and then click Next



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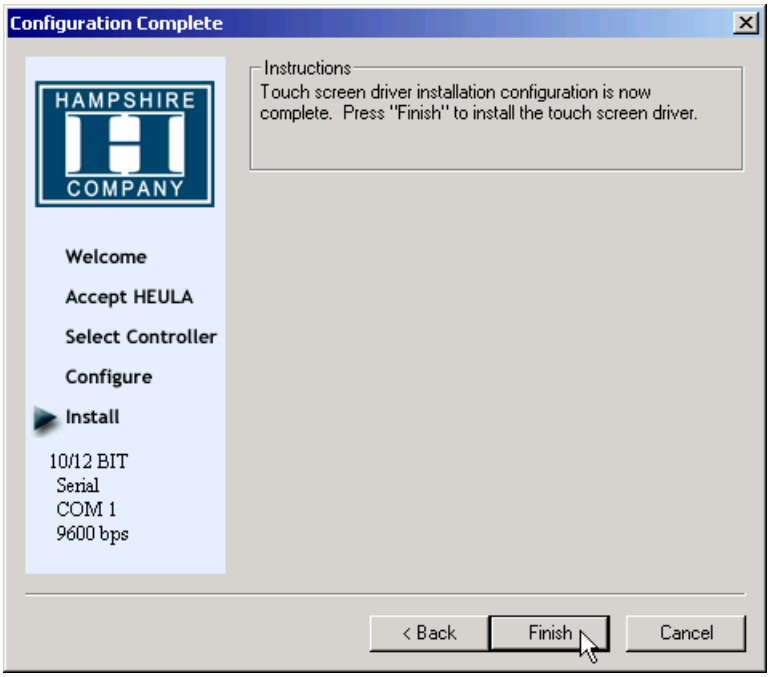
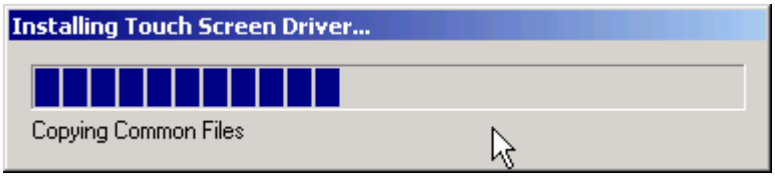
8. Click Finish to install touch screen driver



9. After touch screen driver is installed, you will be prompted to restart the computer



10. The driver you are installing is compatible with Windows. Click Continue Anyway (you may need to do this more than once).

11. Click OK

12. Restart your computer before continuing with section 4.2.

4.2 Calibration

4.2.1 Calibration Options:

Three point calibration: Quick calibration of a known good touchscreen overlay. May be used to evaluate, test or verify actual touchscreen linearity.

- No correction.

Four Point Calibration (Default): Will compensate for skew, and some edge linearity anomalies.

- Best for general calibration.

Seven Point Calibration: More accurate than 3 point calibration. Helps calibrate screen to the edges.

- No correction.

Twenty Point Calibration: Provides the highest level of touchscreen linearization and skew correction. Should be used to get the best possible calibration

- May be used to extend the life of a failing touchscreen.

Calibration Offset: Because of the varied linearity that exists between touchscreen types, you may want to calibrate the edges of the touchscreen more precisely. Experiment with this setting to find the best result.

- Default is 20%.
- Select the large target to calibrate.

4.2.2 Configure Calibration Settings

Generally speaking, the default setting of 4 Point Calibration is quite accurate for most applications. ***It is recommended the user try this default setting before configuring calibration with a different setting.*** If adjustments need to be made, use the procedure on the next page:

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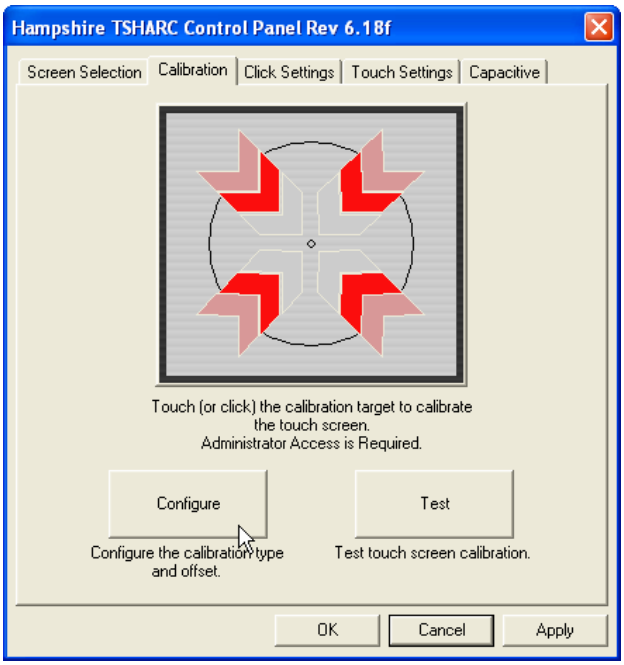
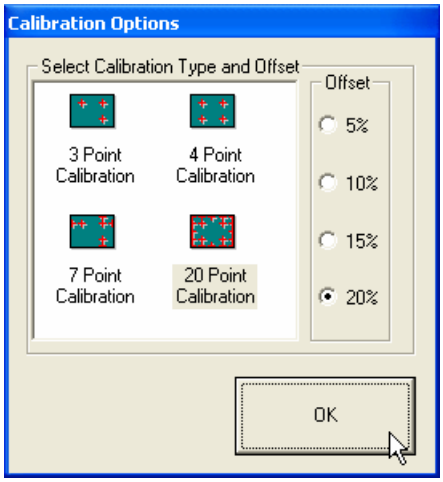
1. Open the Hampshire TSHARC Control Panel (Start\All Programs\ Hampshire TSHARC Control Panel). Click the Calibration tab.



2. Click/touch on the Configure button.



3. When the Calibration Options window appears:
   a. Click/touch on **a Calibration Type** icon

      -AND-

   b. Choose an Offset radio button.
4. Then click/touch OK.

4.2.3 Calibration Routine

1. Click/touch the calibration target seen in Figure 24 to begin calibration routine.

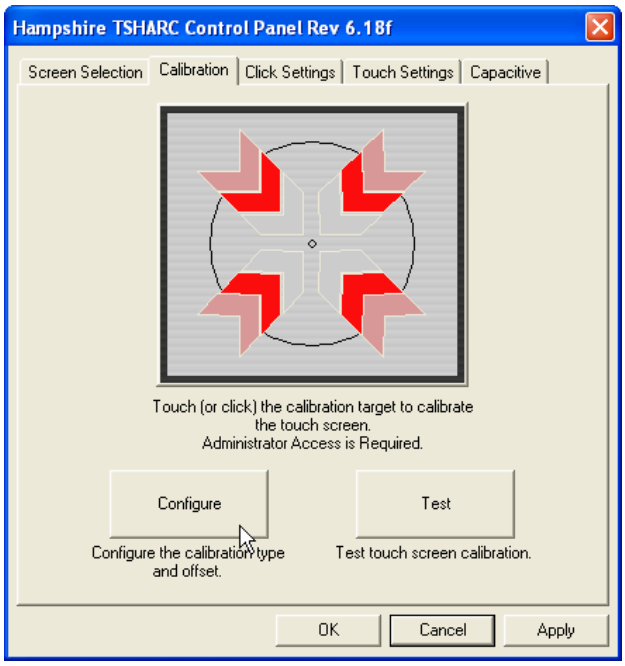


Figure 24: Calibration Target

2. Follow the on-screen prompts to complete calibration process.

Once you have selected the large calibration target from the control panel, the calibration program will begin.

3. As each target is displayed on the screen TOUCH and hold the center of each target as directed by the text located adjacent to each target.
4. Touch the center of each target as accurately as possible.

Hampshire calibration targets have been specially developed to assist you in calibrating your touchscreen as accurately as possible.

5. As each target is displayed, touch and hold the center of each calibration target until it shrinks and the “Hold” text changes to “Release”.

The calibration screen will automatically time out and return you to the control panel if the first point is not touched within 10 seconds. This time-out feature has been added to the calibration program to insure that you can exit the calibration screen in the event that you have a damaged our disconnected touchscreen. This time-out feature may also be configured for other time-out values.

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4.2.4 Calibration Test

This is the last screen displayed in the calibration process.

1. Touch the screen and notice if the calibration target is displayed under your finger or stylus. If the target appears directly under your finger, select the "Accept" button.
2. If the target does not appear directly beneath your finger or stylus, select the "Cancel" button, reconfigure your calibration options and recalibrate until you get an acceptable calibration. You may adjust the "Offset", or try a different calibration scheme.
3. Select "Accept" to apply and record your calibration data.
4. Select "Cancel" to return to the calibration tab. Once you return to the calibration tab, select, "OK" or "Apply" to save your settings.
5. If you have multiple monitors return to the "Screen Selection" tab and select another monitor to calibrate.

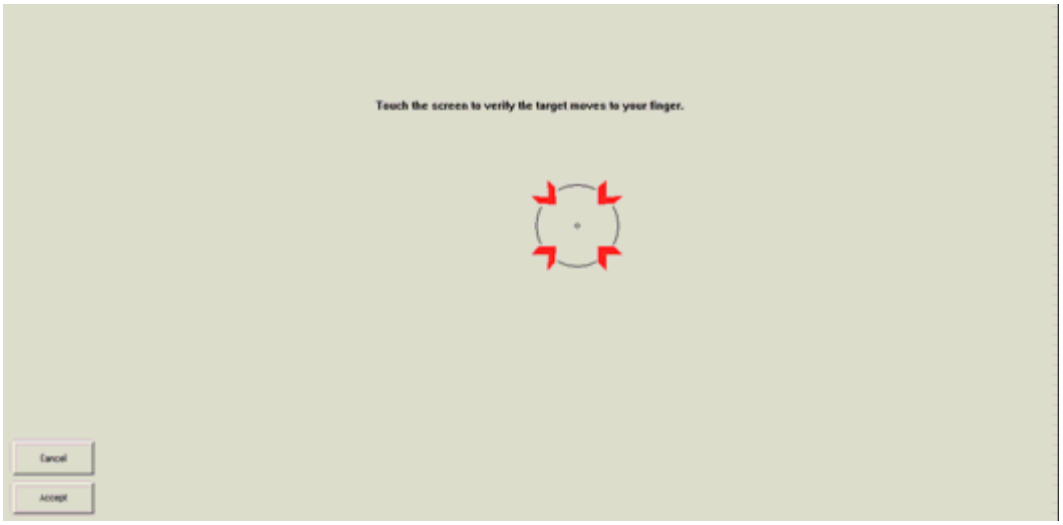
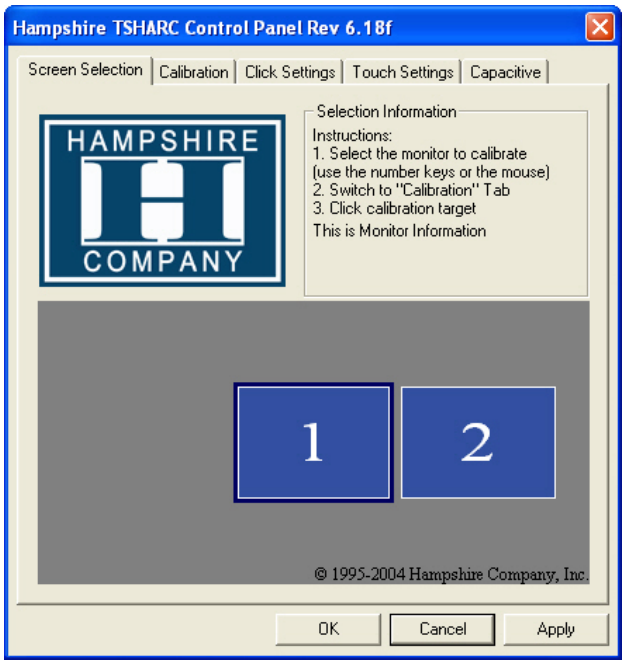


Figure 25: Calibration Target

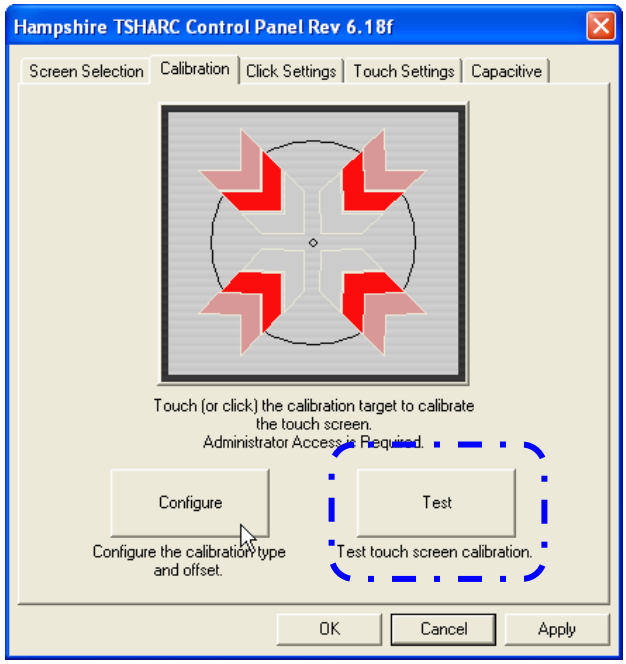
4.2.5 Drawing Test

Use the Test Feature to ensure calibration is accurate. Once you have calibrated your touchscreen, you may select the "Test" button located on the calibration tab of the control panel. This is a simple drawing program that you may use to determine if you touchscreen is working properly.

1. Open the Hampshire TSHARC Control Panel (Start\All Programs\ Hampshire TSHARC Control Panel).



2. Click/touch the Calibration Tab, then click/touch the Test button



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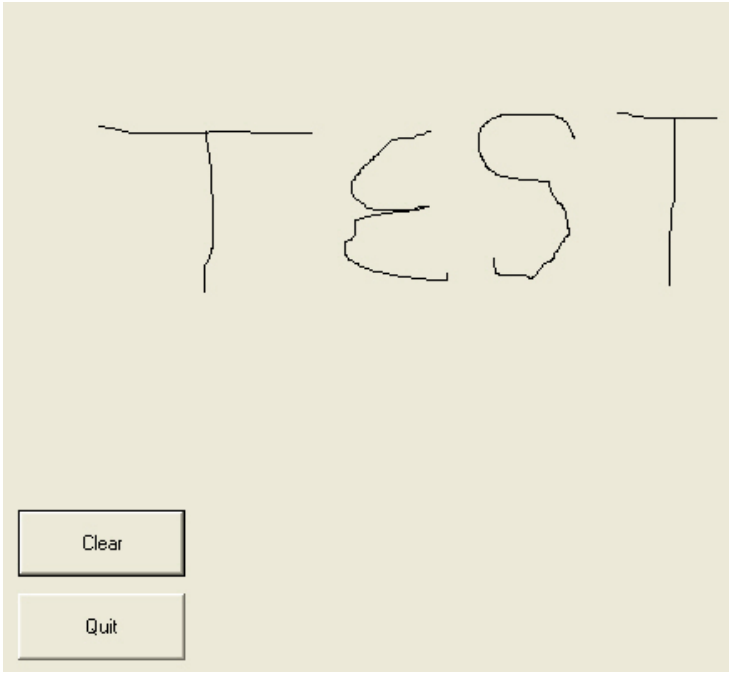
3. Tap some points on the screen, or, write a word to ensure the program renders the contact points correctly.



4. When done, click/touch Quit.

4.2.6 Right Click Emulation

The TSHARC Control Panel permits users to enable Right Click Emulation, which simulates functionality (where applicable) of a right mouse click. It works by touching the same point on the touchscreen for a specific amount of time predetermined on the Click Settings tab of the TSHARC Control Panel. You can enable this functionality and define the amount of time necessary on the Click Settings tab, as seen in Figure 26.

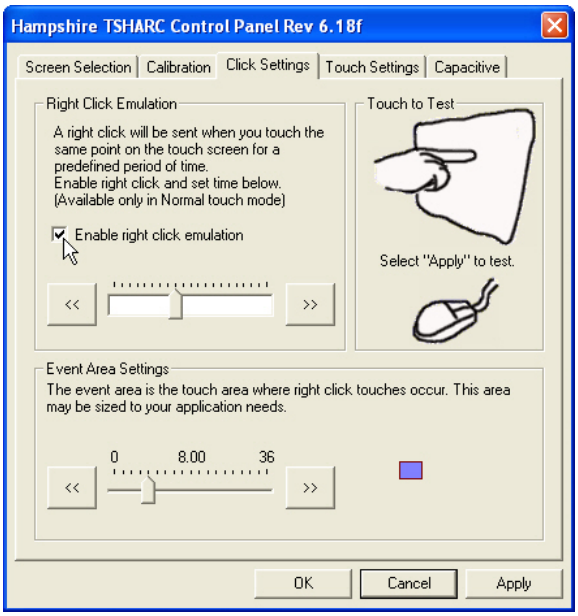


Figure 26: Click Settings Tab

1. Click the Enable right click emulation checkbox to activate this feature.
2. The slider below the checkbox is used to determine the amount of time necessary when holding down a touchpoint to generate the right click event.

Event Area Settings:

Since it may be difficult to touch and hold an exact point on any touchscreen for a length of time, an event area is used to establish the size of the area in which a "hold" is acceptable.

3. The event area should be set to at least the same size as your finger tip.
4. Click or touch "Apply" to apply your selection. "OK" to apply and exit the control panel

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4.2.7 Touch Settings

Touch Sound: Check "Enable touch sound" to enable a beep when the touchscreen is touched.

Normal: Emulates a standard mouse. Selecting "Normal" will allow for singleclick, double click, drawing, dragging and right click option (if right click is enabled).

Touch down: Touch down will allow for a click event to take place at touch down. You will not be able to draw or drag if this option is selected.

Touch up: Touch sent only at touch up. Disables right click and double click functions. Click or touch "Apply" to apply your selection. "OK" to apply and exit the control

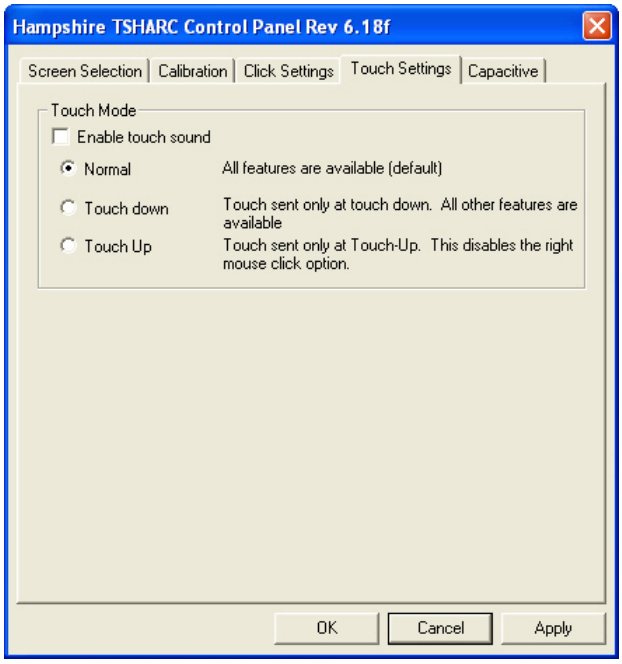

Figure 27: Touch Settings Tab

5 Product Care

The CYRAQ® unit is primarily a maintenance-free product. It does require occasional cleaning to keep it looking and performing its best. Additionally, please make sure the unit is placed with consideration for environmental temperature, humidity shock and vibration tolerances noted in the Specifications section of this manual. Some of those specifications are listed again below for your convenience.

Environmental Specifications		
Operating Temperature		50°F....113°F (10°C....45°C)
Storage Temperature		-4°F....122°F (-20°C....50°C)
Relative Humidity, non-condensing		10%....80%
Shock Resistance	Operating	30g half-sine for 11ms
Vibration Resistance	Operating	15 to 57Hz: 0.006" peak-to-peak; 57 to 640Hz sine: 1.0g peak-to-peak
Altitude, Max.		1.89mi (3.05km)

5.1 Cleaning

Prior to cleaning the CYRAQ unit, disconnect power to the device.

5.1.1 Touchscreen

Clean the touchscreen with household glass cleaner or just plain water, and soft cloth.

- We do not recommend using paper products to clean the touchscreen.
- Always dampen the towel ***first***, and then clean the touchscreen to reduce abrasion from the cleaning applicator.
- Glass cleaner sprayed directly onto the CYRAQ's screen could possibly be over sprayed leak into the back of a unit if not mounted correctly, and cause damage.

5.1.2 LCD

Clean the LCD screen with household glass cleaner or just plain water, and soft cloth

- Do not spray cleaner or water directly on any part of the unit—front or back.
- We do not recommend using paper products to clean your display screen
- Always dampen the towel ***first***, and then clean the LCD screen to reduce abrasion from the cleaning applicator.
- Do not use or store flammable substances near the monitor.

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5.1.3 Fan Filters

Periodically, you may find it necessary to clean fan filters built into the back of the display's enclosure. Cleaning frequency is largely based on environmental and other conditions immediately surrounding the unit. Since most applications require the CYRAQ to be rack or panel-mounted, the engineers at CyberResearch, Inc. designed a filter system users can maintain without dismounting the display, disassembling the unit, or removing the fan filters from the enclosure.

Disconnect power to the unit before beginning the subsequent steps

To clean the fan filters:

1. Power off the unit using the On/Off switch.
2. Unplug the unit's AC power.
3. Gain access to the rear of the unit.
4. Carefully run a vacuum hose (using a crevice attachment is ideal) over the protective fan filter screens (Figure 28) to remove dust and debris from the protective covers and underlying fan filters themselves.
5. When done, restore power to unit.

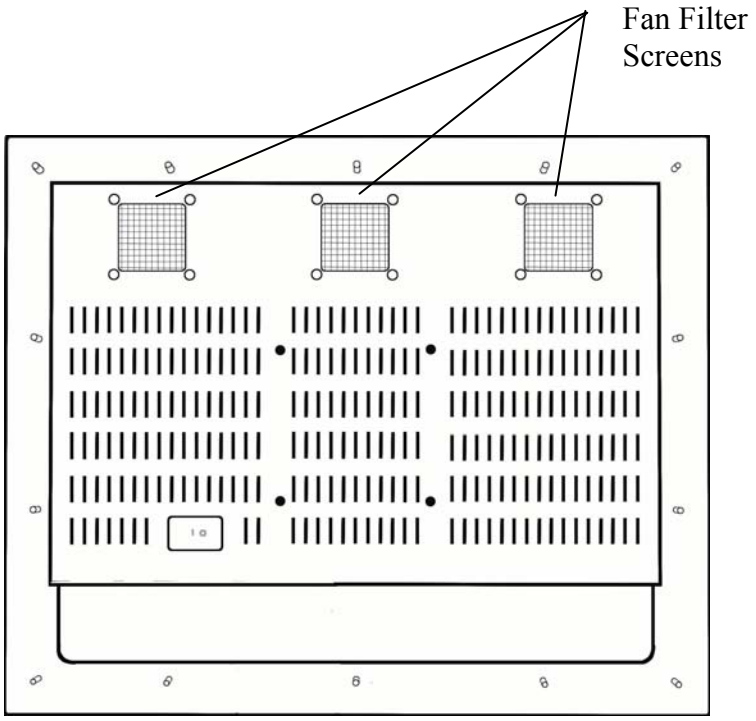

Figure 28: Cleaning Fan Filters

6 Mechanical Drawings

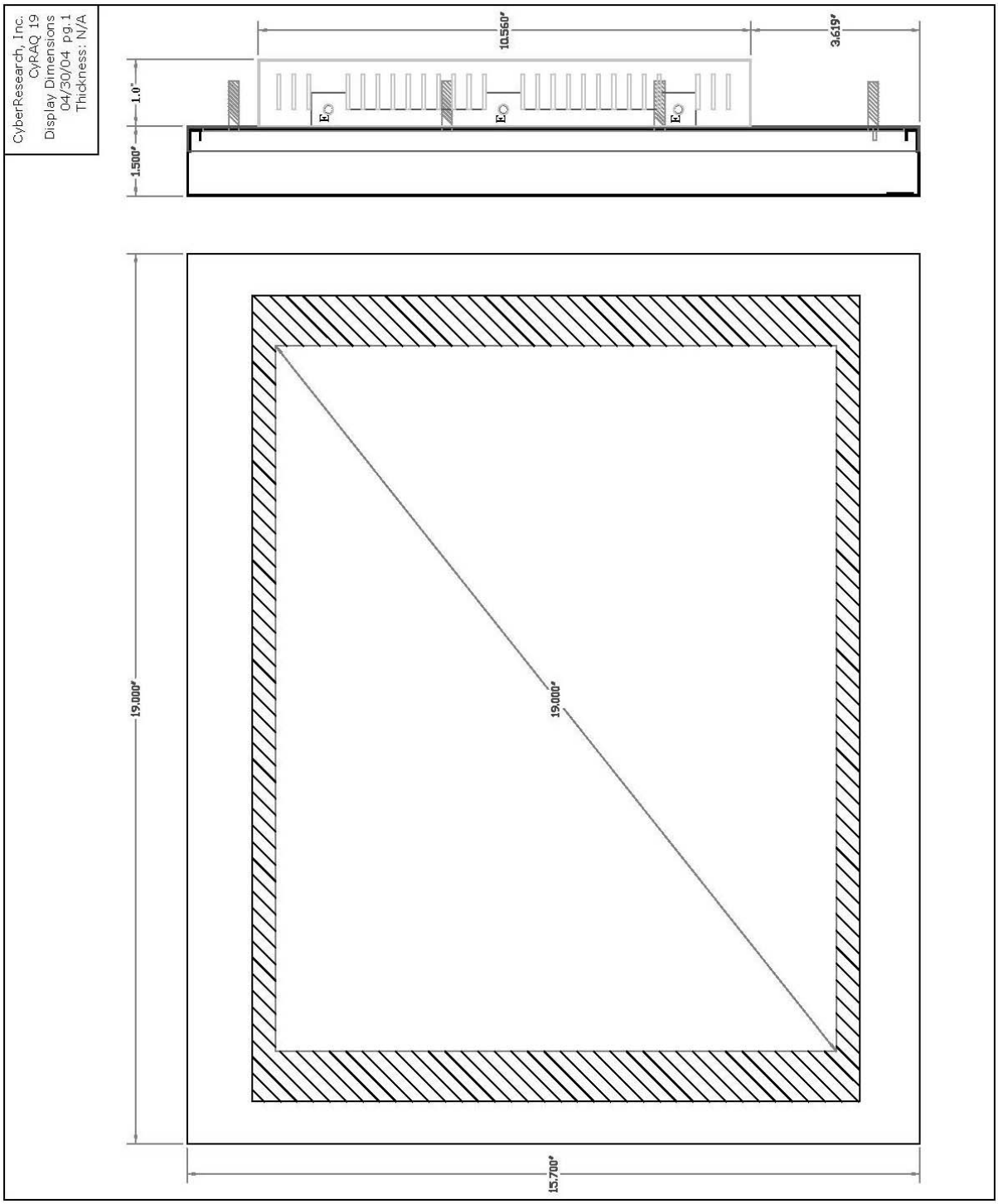

Figure 29: Display and Enclosure Dimensions

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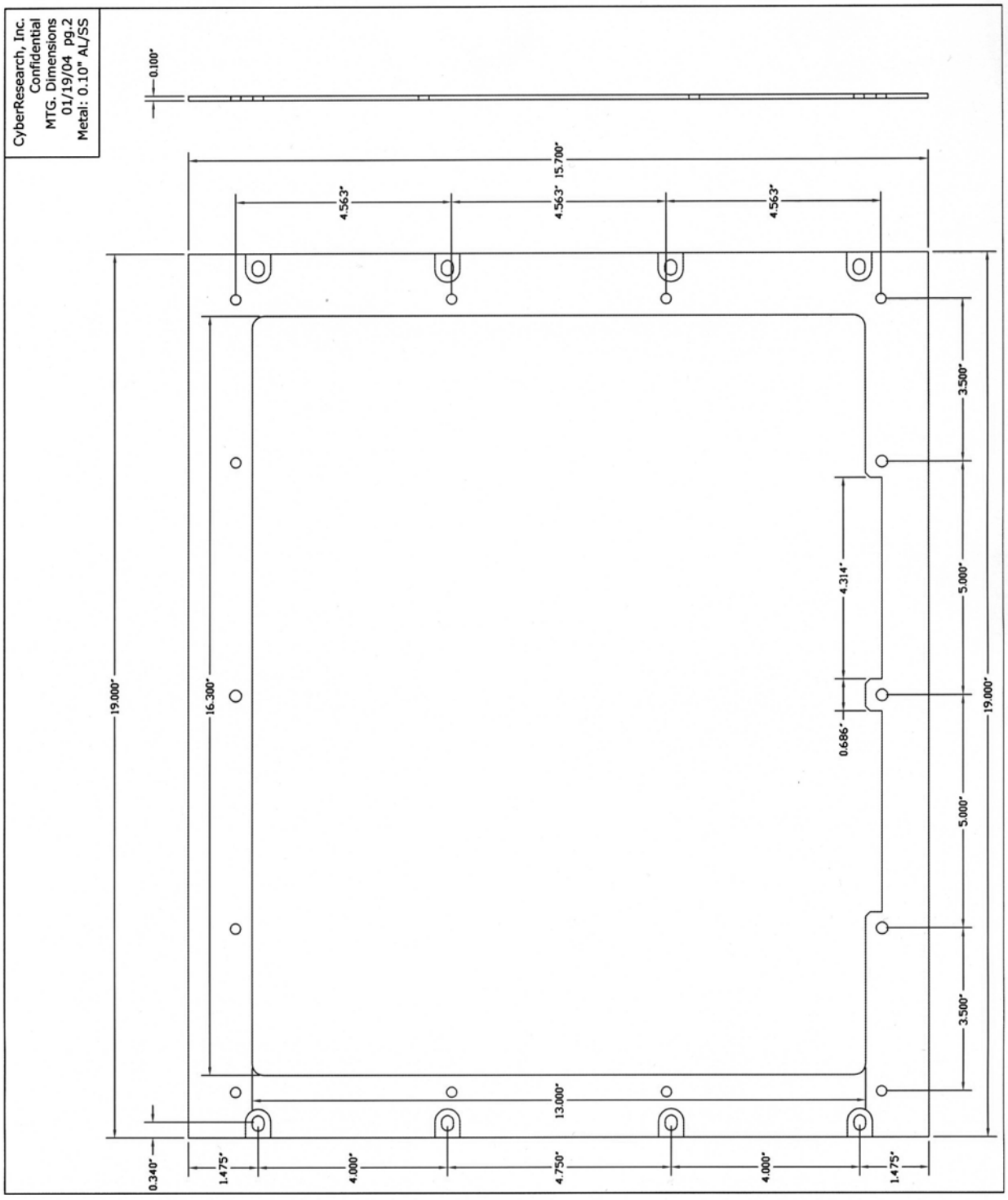

Figure 30: Landscape Mounting Plate Dimensions

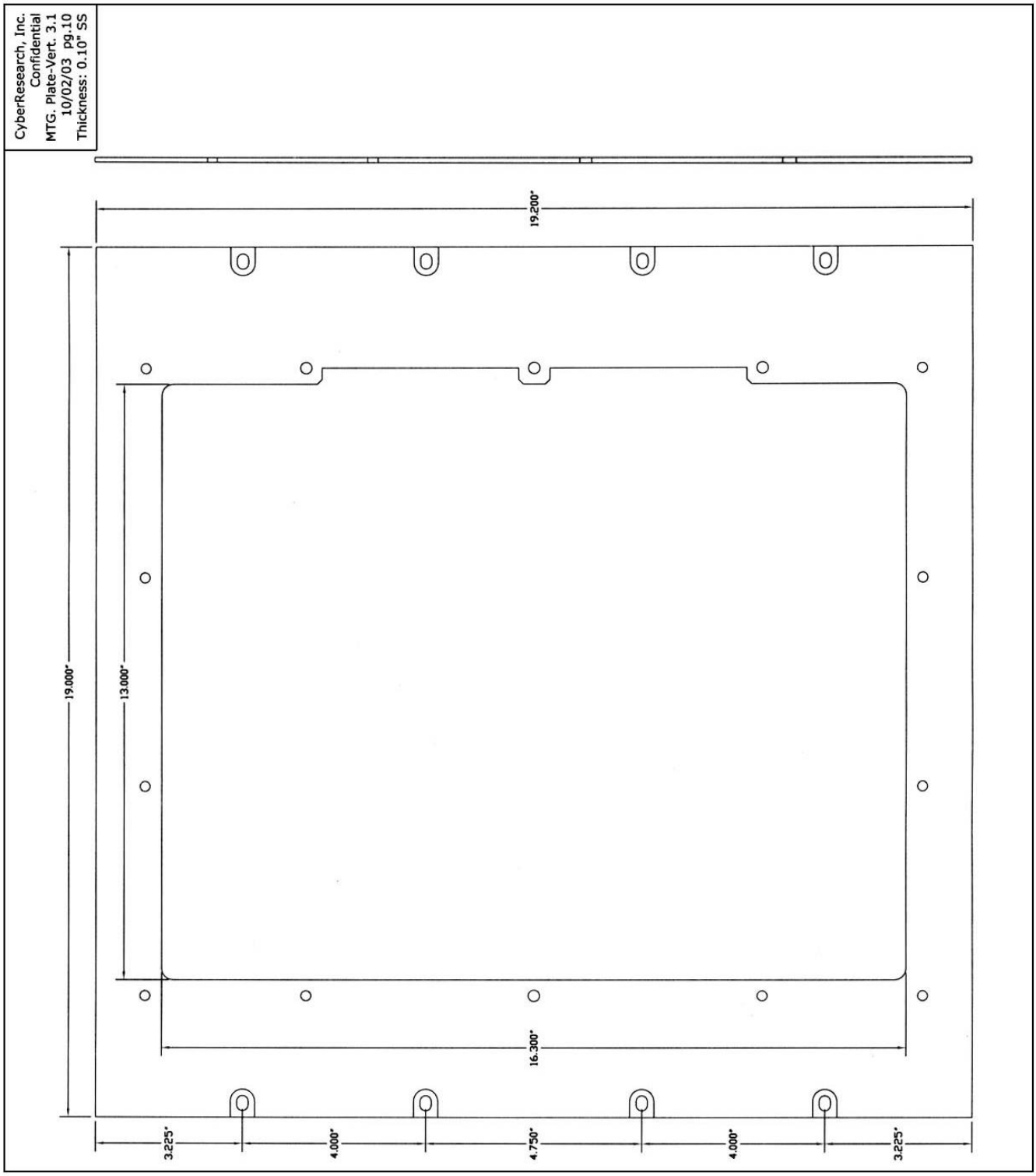

Figure 31: Portrait Mounting Plate Dimensions.

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Product Service

Diagnosis and Debug

CyberResearch, Inc. maintains technical support lines staffed by experienced Applications Engineers and Technicians. There is no charge to call and we will return your call promptly if it is received while our lines are busy. Most problems encountered with data acquisition products can be solved over the phone. Signal connections and programming are the two most common sources of difficulty. CyberResearch support personnel can help you solve these problems, especially if you are prepared for the call.

To ensure your call's overall success and expediency:

1) Have the phone close to the PC so you can conveniently and quickly take action that the Applications Engineer might suggest.
2) Be prepared to open your PC, remove boards, report back-switch or jumper settings, and possibly change settings before reinstalling the modules.
3) Have a volt meter handy to take measurements of the signals you are trying to measure as well as the signals on the board, module, or power supply.
4) Isolate problem areas that are not working as you expected.
5) Have the source code to the program you are having trouble with available so that preceding and prerequisite modes can be referenced and discussed.
6) Have the manual at hand. Also have the product's utility disks and any other relevant disks nearby so programs and version numbers can be checked.

Preparation will facilitate the diagnosis procedure, save you time, and avoid repeated calls. Here are a few preliminary actions you can take before you call which may solve some of the more common problems:

1) Check the PC-bus power and any power supply signals.
2) Check the voltage level of the signal between SIGNAL HIGH and SIGNAL LOW, or SIGNAL+ and SIGNAL– . It CANNOT exceed the full scale range of the board.
3) Check the other boards in your PC or modules on the network for address and interrupt conflicts.
4) Refer to the example programs as a baseline for comparing code.

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Warranty Notice

CyberResearch, Inc. warrants that this equipment as furnished will be free from defects in material and workmanship for a period of one year from the confirmed date of purchase by the original buyer and that upon written notice of any such defect, CyberResearch, Inc. will, at its option, repair or replace the defective item under the terms of this warranty, subject to the provisions and specific exclusions listed herein.

This warranty shall not apply to equipment that has been previously repaired or altered outside our plant in any way which may, in the judgment of the manufacturer, affect its reliability. Nor will it apply if the equipment has been used in a manner exceeding or inconsistent with its specifications or if the serial number has been removed.

CyberResearch, Inc. does not assume any liability for consequential damages as a result from our products uses, and in any event our liability shall not exceed the original selling price of the equipment.

The equipment warranty shall constitute the sole and exclusive remedy of any Buyer of Seller equipment and the sole and exclusive liability of the Seller, its successors or assigns, in connection with equipment purchased and in lieu of all other warranties expressed implied or statutory, including, but not limited to, any implied warranty of merchant ability or fitness and all other obligations or liabilities of seller, its successors or assigns.

The equipment must be returned postage prepaid. Package it securely and insure it. You will be charged for parts and labor if the warranty period has expired.

Returns and RMAs

If a CyberResearch product has been diagnosed as being non-functional, is visibly damaged, or must be returned for any other reason, please call for an assigned RMA number. The RMA number is a key piece of information that lets us track and process returned merchandise with the fastest possible turnaround time.

PLEASE CALL FOR AN RMA NUMBER!

Packages returned without an RMA number will be refused!

In most cases, a returned package will be refused at the receiving dock if its contents are not known. The RMA number allows us to reference the history of returned products and determine if they are meeting your application's requirements. When you call customer service for your RMA number, you will be asked to provide information about the product you are returning, your address, and a contact person at your organization.

Please make sure that the RMA number is prominently displayed on the outside of the box.

• Thank You •

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CyberResearch, Inc.
25 Business Park Drive
Branford, CT 06405 USA
P: (203) 483-8815; F: (203) 483-9024
www.cyberresearch.com